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Arkansas
Public Service Commission

1991 Annual Report

ARKANSAS
PUBLIC SERVICE COMMISSION
1000 Center
P.O. Box C-400
LITTLE ROCK 72203

Jerrell L. Clark
Director
682-1794

Sam I. Bratton, Jr.
Chairman
682-1453

Patricia S. Qualls
Commissioner
682-1451

Julius D. Kearney
Commissioner
682-1455

April 30, 1992

The Honorable Bill Clinton
Governor of the State of Arkansas
State Capitol
Little Rock, Arkansas 72201

Re: Arkansas Public Service Commission
1991 Annual Report

Dear Governor Clinton:

In compliance with Arkansas Code Annotated, Section 23-2-315, (Supp. 1989), the Utilities Division of the Arkansas Public Service Commission submits to you their Fifty-Seventh Annual Report. This Report covers the year ending December 31, 1991.

Respectfully,

Sam I. Bratton, Jr., Chairman

Patricia S. Qualls, Commissioner

Julius D. Kearney, Commissioner

Enclosure
/clw

Arkansas
Public Service Commission

1991 Annual Report

1991 ANNUAL REPORT
TABLE OF CONTENTS

SECTION		PAGE
Section 1.	History of the Commission	1
Section 2.	Agency Organization	5
	A. Position Summary	5
	B. Organizational Chart	6
	C. Section Responsibilities	7
Section 3.	Types of Proceedings	17
Section 4.	Orders Issued in 1991	19
Section 5.	Jurisdictional Utility Companies	20
Section 6.	Gas Industry Summary	24
	A. Highlights of 1991	24
	B. Gas Customers and Sales Revenues by Class	25
	C. Gas Transportation Savings and Filings	26
	D. Statistical Summaries for Gas	27
	E. Gas Docket Activity Summary	30
	1. Commission Dockets	30
	2. Commission Dockets on Appeal	44
	3. Dockets Opened by the Comm. for Investigative Purposes	45
Section 7.	Electric Industry Summary	47
	A. Highlights of 1991	47
	B. Electric Customers by Class	48
	C. Retail Electric Revenues by Class	49
	D. Statistical Summaries for Electric	50
	E. Electric Docket Activity Summary	58
	1. Commission Dockets	58
	2. Commission Dockets on Appeal	85

1991 ANNUAL REPORT
TABLE OF CONTENTS

SECTION		PAGE
Section 8.	Telecommunications Industry Summary	87
	A. Highlights of 1991	87
	B. Access Lines by Class	87
	C. Telephone Revenues by Category	88
	D. Statistical Summaries for Telecommunications	89
	E. Telecommunications Docket Activity Summary	95
	1. Commission Dockets	95
	2. Commission Dockets on Appeal	180
Section 9.	Water Industry Summary	184
	A. Highlights of 1991	184
	B. Water Customers and Sales Revenues by Class	184
	C. Statistical Summaries for Water	185
	D. Water Docket Activity Summary	187
	1. Commission Dockets	187
Section 10.	Generic Docket Activity	192
	A. Generic Gas Dockets	192
	B. Generic Electric Dockets	192
	C. Generic Telecommunications Dockets	193
	D. Generic Dockets - All Utilities	195
Section 11.	Federal Regulatory Agency Activity	199
	A. Gas Industry	199
	1. Gas Issue Summary	199
	2. Gas Docket Activity Summary	200
	B. Electric Industry	201
	1. Electric Issue Summary	201
	2. Electric Docket Activity Summary	202
	C. Telecommunications Industry	207
	1. Telecommunications Issue Summary	207
	2. Telecommunications Docket Activity Summary	208

1991 ANNUAL REPORT
TABLE OF CONTENTS

SECTION		PAGE
Section 12.	Federal Dockets on Appeal	210
Section 13.	Commission Review of Utility Operations	211
	A. Informal Customer Inquiries and Complaints	211
	B. Consumer Services Review of Compliance with Public Service Commission General Service Rules	223
	C. Gas Pipeline Safety Inspections and Investigations	223
	D. Quality of Service Inspections and Investigations	223
Section 14.	Other Commission Activities	225
Section 15.	National Regulatory Agency Participation	231
Section 16.	Receipts and Disbursements	233

Section 1. History of the Commission

Arkansas Public Service Commission

The Arkansas Public Service Commission (PSC, APSC or Commission) regulates 90 public utilities which provide electric, gas, telecommunication, and water services to Arkansas consumers. These utilities generate annual jurisdictional revenues exceeding $3.6 billion.

The PSC was created by the General Assembly, which delegated to the Commission the power to regulate the service and rates of those utilities subject to its jurisdiction. The Commission's primary responsibilities involve ensuring that service is safe and adequate and that rates are just and reasonable. Regulation of public utilities requires a balancing of interests - the PSC must allow it an opportunity to earn a fair return on its investment, but must likewise see that the public does not pay more than necessary to provide that fair return. The current delegation of legislative authority to the PSC is the product of legislative evolution.

1899

In 1899, acting pursuant to an amendment to Ark. Const. Art. 17, Section 10, the legislature created the Arkansas Railroad Commission. Though relating only to railroads and express companies, the act creating the Railroad Commission charged it with the duty to ensure that rates were just and reasonable. Since then, this has been the cornerstone responsibility of the PSC. Likewise, the duty to file an annual report originated with the 1899 Act, as did the Commission's obligation to hear complaints from the public about rates.

1919

In 1919, the Arkansas Corporation Commission was created as the successor to the Railroad Commission. Its regulatory powers were extended to services and facilities and its jurisdiction was enlarged to include regulation of telegraph and telephone companies; pipeline companies for the transportation of oil, gas and water; gas companies; electric lighting companies; hydro-electric companies for the generation and transmission of light, heat or power; and water companies, furnishing water. This enlarged jurisdiction was in addition to the transfer of the Corporation Commission's jurisdiction over railroads and express companies. Additionally, the Corporation Commission was given authority over new construction and additions to plant by the requirement that "certificates of convenience and necessity" be obtained for such construction.

1921

Section 1. History of the Commission

In 1921, the Corporation Commission was abolished and the Railroad Commission was recreated. In the process, the Corporation Commission's original jurisdiction over utilities operating within the limits of any municipality was removed and that regulatory jurisdiction was placed with the municipalities.

1933 In 1933, the Arkansas Corporation Commission was reestablished. The Commission was vested with the powers of several other commissions which were abolished, including the Railroad Commission.

1935 A comprehensive 1935 Act created the Department of Public Utilities within the Arkansas Corporation Commission. The Corporation Commission's powers over utilities were transferred to the Department. Since the adoption of this Act, regulated utilities have paid an annual fee based on gross earnings to finance the PSC's operations. The 1935 Act gave the Department and municipalities concurrent and original jurisdiction over public utilities operating within the limits of a municipality. Municipalities were also authorized to extend service into contiguous rural territories and to set rates for such service subject to the Department's approval.

1937 In 1937, electric cooperatives were exempted from Department jurisdiction in all respects except one. The cooperatives were still required to obtain a Certificate of Convenience and Necessity from the Department before constructing or operating any equipment or facilities for supplying electric service in rural areas.

1945 In 1945, the Arkansas Corporation Commission was renamed the Arkansas Public Service Commission. The new Commission was vested with the authority and powers of the Corporation Commission and the Department of Public Utilities, which were abolished.

1951 In 1951, telephone cooperatives were made subject to PSC regulation to the same extent as telephone companies. Allocated territories for telephone companies were also established by reference to then existing service areas. Similarly, in 1957, the legislature provided explicit protection for territories allocated to electric cooperatives pursuant to a Certificate of Convenience and Necessity.

1957 Also in 1957, the powers and duties of the Arkansas Public Service Commission, with respect to transportation by air, rail, water, carrier pipe lines, and motor carriers, were transferred to the Arkansas

Section 1. History of the Commission

Commerce Commission, which in 1971 was renamed the Arkansas Transportation Commission. Since this separation, the PSC's activities have primarily been limited to regulating jurisdictional public utilities. That jurisdiction has been subsequently altered at various times by the legislature.

1967 In 1967, the legislature made electric cooperatives subject to PSC regulation in the same manner as public utilities. The legislature also provided for allocation of territories for electric public utilities, just as it had earlier provided allocated territories for electric cooperatives. Twenty years later, in 1987, the legislature reduced PSC jurisdiction over rural electric distribution cooperatives by providing that such cooperatives are not subject to PSC rate case procedures, except under certain circumstances.

1971 In the 1971 reorganization of state government, the Arkansas Public Service Commission was transferred to the Department of Commerce and located in the Division of Utilities and Transportation. The PSC retained its powers, authorities, duties and functions. However, its budgeting, purchasing and related management functions were placed under the supervision of the Director of the Department of Commerce.

1977 In 1977, except for municipally-owned or operated utilities, the General Assembly restored exclusive ratemaking jurisdiction to the PSC. In 1985, this municipal exemption from PSC regulation was extended to electric service supplied by a municipality to a contiguous rural territory. Consequently, with the exception of the Commission's authority under the Arkansas Natural Gas Pipeline Safety Act of 1971 to promulgate and enforce compliance with minimum safety standards for the transportation of gas and pipeline facilities, the PSC does not have any jurisdiction over utilities owned or operated by municipalities.

1983 In 1983, the Department of Commerce was abolished. The Arkansas Public Service Commission was restored to its status as an independent state agency, authorized to function as it had prior to its 1971 transfer to the Department of Commerce.

1987 In 1987, small water and sewer utilities were removed from the Arkansas Public Service Commission's jurisdiction. However, in 1988 and 1989 the legislature provided exceptions. Under certain circumstances, the exceptions allow either the customers of the company

Section 1. History of the Commission

or the company itself to petition the Commission to exercise regulatory jurisdiction over that particular small water or sewer utility.

1991

In 1991, the General Assembly transferred to the Public Service Commission the regulatory authority over pipeline companies as common carriers which had previously been exercised by the Arkansas State Highway and Transportation Department. In the same session, the General Assembly amended the statutory definition of "public utility" to exclude providers of cellular telecommunications from price or service regulation unless the Commission, after notice and hearing and upon substantial evidence, determines otherwise.

Section 2. Agency Organization

A. Position Summary

The Arkansas Public Service Commission consists of three Commissioners appointed by the Governor for overlapping six-year terms. The agency also has 170 regular staff positions divided into three Divisions: The Utilities Division, the Assessment Coordination Division, and the Tax Division.

The Commissioners have oversight responsibility for all three Divisions, but spend a majority of their time dealing with utility issues. This report will be limited to a discussion of Utilities Division Activities. The Tax and Assessment Coordination Divisions submit separate Annual Reports.

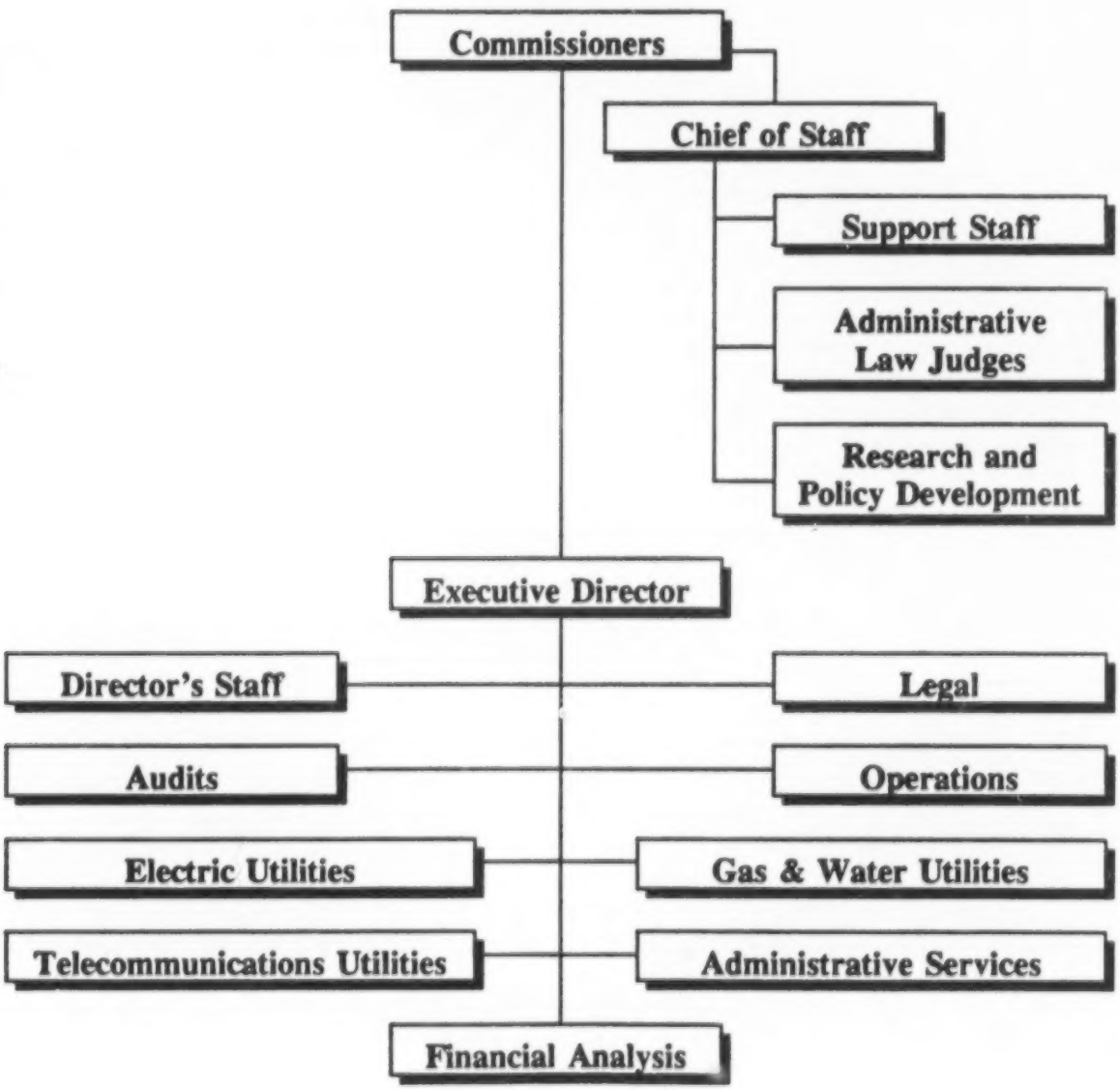
The Utilities Division, including our federally reimbursed Pipeline Safety Program, has 114 authorized regular positions. This total includes the Commissioners and their immediate staff, which includes the Research and Policy Development Section; the PSC Director; and the eight General Staff Sections. A list of all Sections, their assigned positions, and an organizational chart are included below:

Organizational Component	Number of Positions
Commissioners	3
Commissioners' Staff	
Administrative Law Judges	4
Research and Policy Development	10
Support Staff	6
PSC General Staff	
PSC Director's Office	4
Administrative Services	16
Gas and Water Utilities	7
Electric Utilities	6
Telecommunication Utilities	6
Audits	15
Financial Analysis	6
Legal	13
Operations	18
TOTAL	114

Section 2. Agency Organization

B. Organizational Chart

Arkansas Public Service Commission
Utilities Division



Section 2. Agency Organization

C. Section Responsibilities

COMMISSIONERS

The Commissioners function as a quasi-legislative body, with quasi-judicial authority. In that capacity, they render decisions and develop orders for implementing those decisions. The decisions cover a wide spectrum of issues including policy matters, rates, tariffs, territory allocations, utility plant construction sitings, bond issues, assessment protests in opposition to Tax Division determinations, and equalization of property tax assessments by local Equalization Boards.

The Commissioners' Staff, under the direction of the Chief Administrative Law Judge, is comprised of two Sections: 1) the Administrative Law Judge Section; and, 2) the Research and Policy Development Section. Responsibilities of each Section are described below.

Administrative Law Judge Section

This Section is comprised of Administrative Law Judges and attorneys. The Administrative Law Judges render decisions and develop orders in dockets delegated to them by order of the Commission. Personnel in this Section also advise and represent the Commission on various legal matters and perform legal research for the benefit of the Commission.

Research and Policy Development Section

This Section, under the direction of the Director of Research and Policy Development, is the technical arm of the Commissioners' Staff, with personnel specializing in the telecommunications, electric, and natural gas industries, as well as in economic and accounting matters. This Section is responsible for filings before federal agencies, developing regulatory policy recommendations for the Commission, and providing technical advice to the Commissioners on matters before the Commission. The Section is organized into the following areas:

Section 2. Agency Organization

The Telecommunications Policy Area. This area monitors significant regulatory and legislative telecommunications events at the national, regional, and state levels. In particular, this area files testimony or comments at the Federal Communications Commission on major policy issues that could significantly impact Arkansas ratepayers.

The Natural Gas Policy Area. This area monitors significant regulatory and legislative natural gas events at the national, regional, and state levels. In particular, this area files testimony or comments at the Federal Energy Regulatory Commission on major policy issues that could significantly impact Arkansas ratepayers.

The Electric Policy Area. This area monitors significant regulatory and legislative events in the electric utility industry occurring at national, regional, and state levels. In particular, this area files testimony or comments at the Federal Energy Regulatory Commission on major policy issues that could significantly impact Arkansas ratepayers.

GENERAL STAFF

Office of the Director

The PSC Director is responsible for the overall management of the Utilities Division. Staff members in the Division perform a wide variety of responsibilities which are accomplished through the eight Sections described below.

In addition, Staff members assigned to the Director's area administer the Docket Tracking System, produce annual reports, and develop publications and presentations for a variety of education and outreach activities.

Section 2. Agency Organization

Administrative Services Section

Staff members assigned to the Administrative Services Section provide administrative support for the Utilities Division. The Section is comprised of four units - the Fiscal/Personnel Office, the Mail/Supply/ Copy Center, the Office of the Secretary of the Commission, and the Data Processing Staff. Responsibilities assigned to each area are outlined below.

Fiscal/Personnel Office. Staff members in this area prepare initial budgets; handle purchasing, accounting, inventory control and payroll; and assist in developing assessments for the PSC's operating budget. This Office is also involved in the administration of the Federal Department of Transportation Pipeline Safety Grant.

Maintaining personnel records, screening and processing job applicants, conducting new employee orientation, and coordinating employee training and management classes are other functions performed by this Office.

Mail/Supply/Copy Center. This area handles internal mail distribution, photocopying, and maintenance of the agency vehicle fleet.

Office of the Secretary of the Commission. All documents filed before the Commission and all orders issued by the Commission are processed by this Office. Official Commission records such as docket files, tariffs, and annual reports are also maintained in this area. This Office supplies the general public and utility representatives with any requested information regarding utility regulation.

Data Processing Staff. The Data Processing Staff maintains computer hardware and software for rate cases, provides administrative and research support, and handles general office automation. New application development, adaptation of data and systems from other computer facilities, and training are other responsibilities assigned to this area. Currently, a Data General MV/30,000 computer is used to handle in-house data and word processing. Portable microcomputers are provided for field audits.

Section 2. Agency Organization

Legal Section

Legal Section attorneys perform a dual function at the Commission. The attorneys represent the Staff in proceedings before the Commission and represent the Commission in matters and proceedings outside the Commission.

In representing the Staff, Legal Section attorneys assist in the identification and development of issues and the preparation of testimony; provide counsel and advice; assist in negotiations; conduct cross-examinations and present arguments in hearings; and prepare and file briefs, as well as any necessary motions or other pleadings. Additionally, on behalf of the Staff, Legal Section attorneys provide information to representatives of other agencies, regulated utilities and members of the public.

Staff attorneys also represent the Commission in appellate cases, state courts, and proceedings before federal agencies and courts. Other responsibilities performed by attorneys assigned to this Section include interpreting state and federal statutes and regulations affecting the Commission; acting as hearing officers in certain dockets; and conducting legal research as directed by the Commission. Further, Legal Section attorneys provide legal advice and counsel and make recommendations to the Commission regarding proposed legislation and regulations.

Utility Industry Sections

There are three Sections that handle industry specific issues and cases: (1) the Electric Section; (2) the Natural Gas and Water Section; and, (3) the Telecommunications Section. Responsibilities which are common to all three Sections are explained below:

Rate Applications. Upon the filing of a rate application, the respective industry Staff, with participation and assistance from other Sections, functions as a rate case team. Each individual team member is assigned issues relating to his or her expertise.

Through extensive review, auditing, and analyses of rate applications, filings, and financial and operational information, the rate

case team develops a Staff position and recommends a revenue requirement. Staff's recommendations are presented to the Commission through pre-filed expert testimony. After testimony is filed, Staff and the utility formally present their cases through oral testimony and cross-examination of witnesses during a public hearing.

Tariff Filings. Tariff filings are characterized by specific changes, additions, or deletions to utility rates or services which do not entail a general rate change. These filings do not substantially impact the general body of ratepayers or the revenues received by a utility.

Although much narrower in focus than a rate application, a tariff filing may require extensive analysis and review and always requires the preparation and filing of expert testimony by Staff. If necessary, a public hearing is held with Staff and the utility presenting their cases before the Commission.

Other Significant Filings. The Industry Sections are also responsible for other significant filings. Those include Certificates of Convenience and Necessity, Certificates of Environmental Compatibility and Public Need, Complaints requiring technical or industry expertise, and all generic proceedings. Each proceeding requires an investigation or the filing of testimony by Staff.

Other Responsibilities. In addition to processing the various filings by utilities, the Industry Sections are responsible for monitoring the activities, operations, and earnings of all jurisdictional utilities. Competition, deregulation, national policies, the threat of federal preemption, and new technologies all continue to affect utility regulation.

Electric Industry Section. Electric Section responsibilities cover all aspects of utility regulation. Those areas include rate design, accounting, finance, and engineering. Each member of the Section identifies issues, analyzes the impact of those issues on the utility and the ratepayer, and develops and presents expert testimony before the Commission. This group also conducts investigations; performs special project analyses; and regularly monitors the activities, operations, and earnings of the four investor-owned and eighteen cooperative electric utilities.

Natural Gas and Water Industry Section. The Natural Gas and Water Industry Section includes an audit supervisor, an auditor, and two

rate analysts, all under the direction of the Natural Gas and Water Manager. In contrast to the quality of service or consumer information issues addressed by other sections within the Commission, the Natural Gas and Water Staff primarily focus on financial and rate matters concerning natural gas and water utilities. This Staff must understand and evaluate the complex rate structures and earnings requirements of the five natural gas and three water utilities under the Commission's jurisdiction. With regard to the natural gas utilities, those responsibilities have been dramatically complicated and increased as a result of federal regulation which has increased competition.

Telecommunications Industry Section. The Telecommunications Staff is responsible for addressing industry specific rate, financial, and accounting matters. The Staff continuously interacts with the twenty-nine local exchange carriers, twenty-three interexchange carriers, and eighteen cellular mobile companies under the Commission's jurisdiction. This interaction is necessary to be responsive to a rapidly changing environment which includes the frequent introduction of new services and the impact of federal regulation on Arkansas rates.

The Telecommunications Staff is comprised of two Senior Telecommunications analysts and two Telecommunications analysts under the direction of the Telecommunications Manager. Each year this group also processes numerous tariff filings and responds to frequent requests by interexchange and cellular carriers for permanent Certificates of Convenience and Necessity.

Financial Analysis Section

The Financial Analysis Section participates in all rate case proceedings and handles all financing and capital recovery dockets. The Staff makes recommenations which are presented to the Commission through pre-filed expert testimony. After testimony is filed, Staff and the utility formally present their cases through oral testimony and cross-examination of witnesses during a public hearing.

Section Staff members conduct extensive review and analyses of rate case applications as well as ongoing reviews of the earnings levels of public utilities; evaluate transactions between regulated utility companies

and their affiliates; continually assess the business and financial risk of electric, gas, telecommunications, and water utilities; and analyze utility capital recovery rates. The Section is comprised of two functional groups - Finance and Capital Recovery - and assigned the responsibilities described below.

The Finance Staff performs various economic and financial analyses, most specifically, the determination of the required rate of return for jurisdictional utilities. Staff members examine utility rate of return requests in the context of general rate case proceedings. In particular, investigations cover appropriate cost of debt, cost of preferred stock, cost of common equity, and capital structure. This unit also evaluates utility financing applications such as sale-leaseback arrangements, debt and equity issuances, acquisitions, and other capital requirement issues.

The Capital Recovery Staff develops depreciation rates and addresses capital recovery issues for jurisdictional utilities. Capital recovery issues and rates are addressed in the context of general rate case proceedings, applications for revisions in depreciation rates, rulemaking dockets, and requests for extraordinary property loss treatment.

This group also continuously reviews the parameters used in determining appropriate depreciation rates. Parameters include the proper service life for all depreciable plant assets, appropriate depreciation methodologies, projected salvage values for assets upon retirement or disposition, and accumulated depreciation reserve levels. The determination of proper parameters involves extensive statistical analyses of utility financial information, modernization and retirement plans, industry standards, and state and federal regulatory precedents.

Audits Section

The Audits Section participates in all rate case proceedings. Section Staff members conduct extensive review, auditing, and analyses of rate case applications as well as ongoing reviews of the earnings levels of public utilities; evaluate transactions between regulated utility companies and their affiliates; and, conduct compliance audits on an ongoing basis. The Section is comprised of two functional groups -

Section 2. Agency Organization

Audits and Compliance Audits - and assigned the responsibilities described below.

The Audits Staff specializes in performing audits of public utilities in the context of general rate case proceedings and conducting ongoing reviews of the earning levels of jurisdictional utilities. Through extensive review, auditing, and analysis of rate case applications and other financial information, these auditors develop a Staff position on accounting issues and recommend a revenue requirement with participation and assistance from other Staff members. The Audits Staff, as well as Staff members from the Audits Section, will present their recommendations to the Commission in the form of written and/or oral expert testimony. This testimony is subject to cross-examination during a public hearing. The Audits Staff has developed a comprehensive training program for entry-level auditors. An extensive policies and procedures manual has been compiled which provides guidelines for auditing utility company revenues, expenses, and investments and sets forth the Staff's position on the proper ratemaking treatment of various accounting issues.

The Compliance Audits Staff investigates utility costs subject to adjustment clauses. Compliance audits ensure that adjustment amounts and their recovery are in compliance with approved company tariffs. The investigations include the following:

* cost of fuel adjustment for the four privately owned electric utilities;
* cost of energy adjustment for the generation and transmission electric cooperatives;
* cost of purchased power adjustment for seventeen electric distribution cooperatives;
* cost of debt adjustment for eighteen electric distribution cooperatives;
* cost of gas adjustment for six gas distribution companies;
* cost of pumping adjustment for one water company; and
* municipal franchise tax adjustments for utilities with adjustment clauses.

Compliance audits are performed on a continuous basis. Each of the utilities with automatic adjustment clauses is audited approximately every twenty-four months. Compliance audits are also performed as needed to ensure that customer refunds are accomplished in accordance with Commission directives.

Operations Section

The Operations Section evaluates utility companies' performance to ensure compliance with Commission orders and standards. Those standards are spelled out in the Commission's Special Rules - Telecommunications, Special Rules - Electricity, Special Rules - Gas, Special Rules - Water, Arkansas Gas Pipeline Safety Code, and General Service Rules. Three functional units, which are assigned the responsibilities described below, make up the Operations Section:

The Quality of Service Staff ensures that ratepayers receive safe, adequate, and continuous service as required by the Commission's General Service Rules, Special Rules - Telecommunications, Special Rules - Electricity, and Special Rules - Water. This goal is accomplished through inspections and evaluations of utility facilities and procedures. Consumer complaints requiring technical evaluation are investigated and periodic inspections are performed to ensure compliance with Commission standards. Twenty-six telephone companies with over 400 local exchanges, 31 competitive interexchange carriers and cellular providers, 22 electric companies, and 3 water companies are involved. Staff members also participate in rate cases, territory allocation proceedings, and other cases before the Commission which involve quality of service issues.

The Gas Pipeline Safety Staff ensures operator compliance with the Arkansas Gas Pipeline Safety Code and the Special Rules - Gas. Periodic inspections of safety, corrosion, and leakage control are performed on 21 intra-state natural gas operators and 419 master-metered gas systems. This group investigates natural gas related accidents and reviews and evaluates applications for Certificates of Convenience and Necessity. Staff members also develop Arkansas Gas Pipeline Safety Code standards and work closely with the Federal Department of

Section 2. Agency Organization

Transportation to ensure that Arkansas requirements comply with federal regulations.

The Consumer Services Staff handles customer questions and complaints about regulated utilities. Those questions and complaints concern utility rates and service and are brought to Consumer Services in person, by telephone, and by letter.

Consumer Services Staff members review all complaints for compliance with PSC Rules and approved utility tariffs and act as liaisons with the utilities in resolving those complaints. In many cases, Staff investigations are required.

Consumer Services personnel are also responsive to requests for information by providing educational material and group presentations. Brochures available through Consumer Services explain customer rights and responsibilities, complaint procedures, public hearings, and rate cases.

In 1991, the Consumer Services Staff began conducting customer Service Audits of utility companies under the Commission's jurisdiction. These audits consist of a thorough review of the utilities' policies and procedures related to the application of the APSC's Rules. The objectives of these audits are to identify opportunities for improvements and to make recommendations where improvements are necessary to ensure utility compliance with these Rules.

Section 3. Types of Proceedings

Docket Types

The Arkansas Public Service Commission regulates public utilities generally within nine different types of proceedings. Additionally, the Commission can investigate various aspects of a utility's activities on its own motion. Each new case that is filed is assigned a number and then becomes a docket.

Rate Cases

Rate Case Dockets involve general changes to a utility's rates.

Tariffs

Tariff Dockets deal with minor changes in rates, service, and company rules and regulations.

CCN's

Certificate Of Convenience And Necessity Dockets (CCN) are applications by a utility for permission to construct or make substantial changes to its utility plant. For example, this includes building transmission lines for electric or natural gas companies. CCN dockets also generally define the scope of a utility's license to operate.

CECPN's

Certificate Of Environmental Compatibility and Public Need Dockets (CECPN) are similar to CCN dockets but authorize construction of a major utility facility which requires an Environmental Impact Statement.

Complaints

Complaint Dockets result when: (1) any entity or person complains in writing to the Commission about an alleged violation of any order, law or regulation which the Commission has jurisdiction to administer; or, (2) when any consumer or prospective consumer complains in writing to the Commission with respect to the service, furnishing of service, or any discrimination with respect to service or rates.

Capital Recovery

Capital Recovery Dockets analyze applications filed by the utility companies requesting a change in depreciation rates charged to utility plant investment.

Section 3. Types of Proceedings

Financing

Financing Dockets deal with applications by utilities to obtain additional financing from sources such as stocks and bonds.

Rules

Rules Dockets consider changes to Commission rules, regulations or procedures.

Administrative

Administrative Dockets usually deal with service area boundary changes and customer releases. On occasion, however, generic changes in PSC policy and interpretation of statutes and court rulings are handled in administrative dockets.

Section 4. Orders Issued in 1991

Summary Schedule of Orders Issued in 1991

Order Type	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Electric	15	8	13	10	16	19	19	21	29	17	26	15	208
Gas	7	11	6	5	16	4	9	15	7	10	5	6	101
Telephone	70	43	68	50	50	41	62	76	50	66	41	35	652
Water	4	0	2	0	0	1	5	4	2	2	3	0	23
Others	4	2	4	3	2	2	2	0	0	2	5	0	26
Total	100	64	93	68	84	67	97	116	88	97	80	56	1010

Total Orders Issued For This Period: 1010

Section 5. Jurisdictional Utilities

During 1991, the Commission carried out its statutory obligation to review and regulate the rates and practices of utility companies. The 90 utilities under the Commission's jurisdiction in 1991 are listed below:

Investor-Owned Electric Companies	4
Electric Cooperatives	18
Investor-Owned Gas Companies	5
Water Companies	3
Telephone Companies	30
Competitive Interexchange Carriers, Resellers and Cellular Providers	30
TOTAL	90

Investor-Owned Electric Utilities

Arkansas Power & Light Company
Empire District Electric Company
Oklahoma Gas & Electric Company
Southwestern Electric Power Company

Electric Cooperatives

Arkansas Electric Cooperative Corporation
Arkansas Valley Electric Cooperative Corporation
Ashley-Chicot Electric Cooperative, Inc.
C & L Electric Cooperative
Carroll Electric Cooperative Corporation
Clay County Electric Cooperative Corporation
Craighead Electric Cooperative Corporation
Farmers Electric Cooperative Corporation
First Electric Cooperative Corporation
Mississippi County Electric Cooperative, Inc.
North Arkansas Electric Cooperative, Inc.
Ouachita Electric Cooperative Corporation
Ozarks Electric Cooperative Corporation
Petit Jean Electric Cooperative Corporation
Rich Mountain Electric Cooperative, Inc.
South Central Arkansas Electric Cooperative, Inc.

Section 5. Jurisdictional Utilities

Electric Cooperatives (Cont'd.)	Southwest Arkansas Electric Cooperative Corporation Woodruff Electric Cooperative Corporation
Investor-Owned Gas Utilities	Arkansas Louisiana Gas Company[1] Arkansas Oklahoma Gas Corporation Arkansas Western Gas Company and its Division, Associated Natural Gas Company Louisiana-Nevada Transit Union Gas Company of Arkansas, Inc. (The)
Water Utilities	General Waterworks Corporation of Pine Bluff Shumaker Public Service Corporation Riviera Utilities of Arkansas
Telephone Utilities	ALLTEL Arkansas, Inc. Arkansas Telephone Company, Inc. Caddoan Telephone Company Central Arkansas Telephone Cooperative Century Enterprises of Arkansas Cleveland County Telephone Company Contel of Arkansas Contel of Missouri Contel of Kansas Decatur Telephone Company, Inc. E. Ritter Telephone Company General Telephone Company of the Southwest Lavaca Telephone Company Madison County Telephone Company Magazine Telephone Company Mountain Home Telephone Company Mountain View Telephone Company Northern Arkansas Telephone Company Perco Telephone Company Prairie Grove Telephone Company Redfield Telephone Company

[1]ALG - Distribution Division of Arkla, Inc.
AER - Pipeline Division of Arkla, Inc.

Section 5. Jurisdictional Utilities

Telephone Utilities (Cont'd.)

Rice Belt Telephone Company
South Arkansas Telephone Company
Southwest Arkansas Telephone Cooperative
Southwestern Bell Telephone Company
Tri-County Telephone Company
Union Telephone Company
Walnut Hill Telephone Company
Yelcot Telephone Company
Yell County Telephone Company

IXC Carriers, Resellers and Cellular Providers

Advanced Telecommunications Corporation
ALLTEL Cellular Associates of Arkansas
ALLTEL Central Arkansas Cellular Limited Partnership
AT&T Communications of the Southwest, Inc.
Call America
Century Cellunet of Texarkana, Inc.
C.I.S. of Pine Bluff
Communigroup of Arkansas, Inc.
Econo-Line
Fayetteville MSA Limited Partnership
Fort Smith MSA Limited Partnership
GTE Mobilnet Sales Corporation of Fayetteville, Fort Smith, Pine Bluff and Texarkana
J-Net Communications, Inc.
LDDS of Arkansas, Inc.
Little Rock Cellular Partnership
Long Distance Connection of North Arkansas
Long Distance of Searcy, Inc.
Matrix Telecom
McCaw Communications of Fayetteville, Inc.
MCI Telecommunications Corporation, Southwest Division
Mobile Telecommunications Technologies Corporation
National Telecommunications
Pine Bluff Cellular Services, Inc.
Rogers Building Management, Inc.
Snider Communications Corporation
Telephone Connections
Southwestern Bell Cellular Radio Carrier

IXC Carriers, Resellers and Cellular Providers (Cont'd.)

Texarkana Cellular Partnership
TWR Cellular, Inc.
US Sprint Communications Company, Southwest Division

Section 6. Gas Industry Summary

A. Highlights of 1991

During 1991, a major issue before the Commission was the investigation into the purchasing practices of the largest local distribution company in the state of Arkansas. That investigation began in 1990 and will continue into 1992. Investigation of the purchasing practices and affiliate transactions of the second largest local distribution company began in 1991 and will also continue into 1992.

Construction began on a new interstate gas transmission line that will provide transportation service only. Due to the size and length of this pipeline, the company twice requested to modify the original certificate of environmental compatibility and public need issued by the Commission in 1990. The transmission line will connect the gas-rich fields in western Arkansas with local gas distribution companies in eastern Arkansas. The line will also provide service to communities without natural gas service in northern Arkansas.

In response to the competition prevalent in the natural gas industry, the Natural Gas and Water Staff analyzed and filed testimony recommending specific actions for over 100 transportation filings. Each filing required an evaluation of the economic feasibility of utilizing alternative fuels for industrial and commercial customers. Transportation service was also implemented for another local distribution company in late 1991. As of December 31, 1991, 24 of that local distributor's customers were receiving transportation service.

In 1991, a major transmission company filed for an increase in rates. Staff investigated this request and will file expert testimony early in 1992.

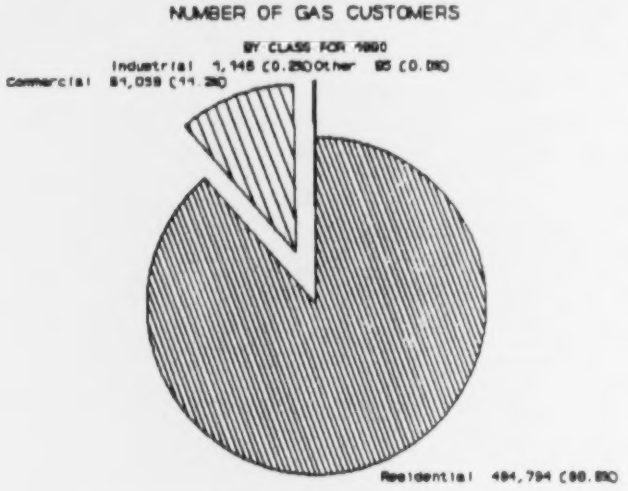
1991 also included a request by the third major gas utility for a gas rate increase. Additionally, the largest local distribution company in the state filed a notice of intent to file a rate case in 1991. Staff is currently investigating these requests and will file expert testimony presenting its findings to the Commission in 1992.

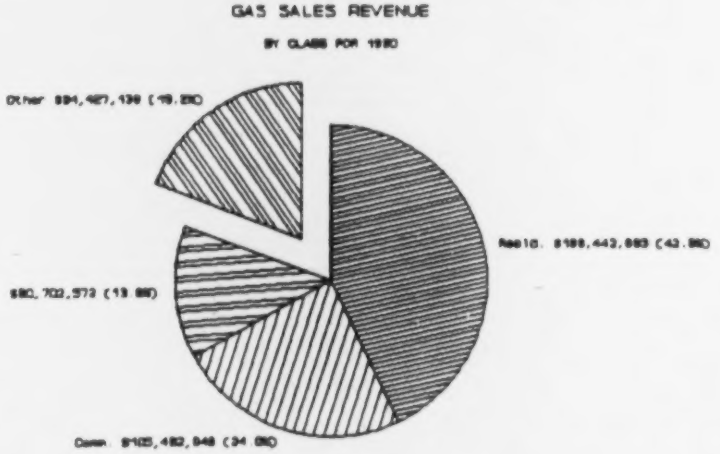
Several local gas distribution companies made requests for approval to extend service during the year. Staff's recommendations helped bring gas service to areas not currently receiving service.

Section 6. Gas Industry Summary

B. Gas Customers and Sales Revenues by Class

The following charts show: 1) the percentage of jurisdictional residential, commercial, industrial, and other customers; and, 2) the corresponding percentage of residential sales revenues, commercial sales revenues, industrial sales revenues and other sales revenues. As can be seen by comparing the two graphs, residential customers represent almost 89% of all customers, while revenues for these customers only represent a little more than 43% of all revenues. In contrast, commercial and industrial sales customers represent a little more than 11% and less than 1% of total customers respectively, while their sales revenues account for 24% and almost 14% of total revenues respectively.



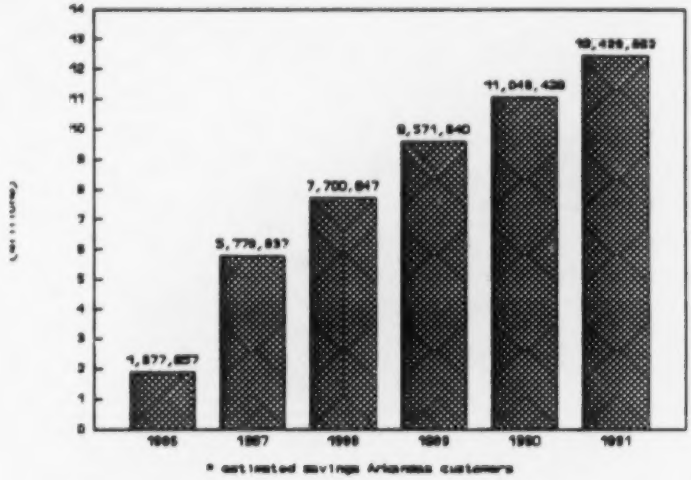


Section 6. Gas Industry Summary

C. Gas Transportation Savings and Filings

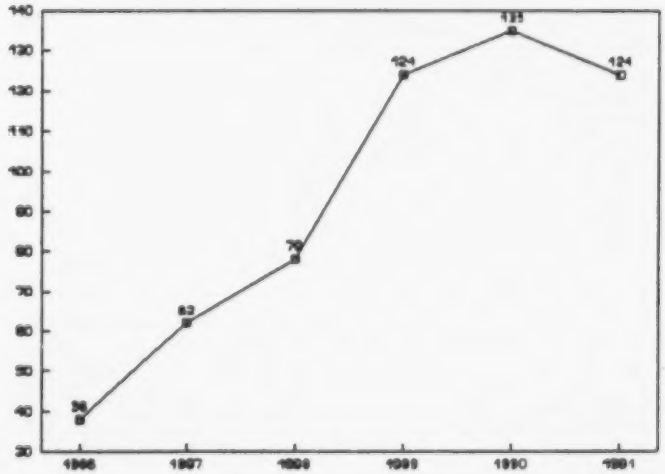
The following graphs represent: 1) the dramatic savings that have been achieved by customers using Arkansas transportation programs; and 2) the changing number of filings caused by the programs.

GAS TRANSPORTATION SAVINGS *



* estimated savings Arkansas customers

GAS TRANSPORTATION FILINGS



Section 6. Gas Industry Summary

D. Statistical Summaries for Gas

GAS COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

COMPANY	PLANT INVESTMENT	OPERATING REVENUE	RATIO(%) GROSS REV /INVEST.
Arkansas Louisiana Gas Company	$530,865,253	$312,945,252	58.95%
Arkansas Oklahoma Gas Corp.	40,733,827	35,369,628	86.83%
Arkansas Western Gas Co.	109,560,061	80,545,949	73.52%
Louisiana-Nevada Transit Co.	2,040,348	9,217,904	451.78%
Union Gas Company of Arkansas, Inc.	738,043	976,618	132.32%
TOTALS	**$683,937,532**	**$439,055,351**	**64.20%**

Section 6. Gas Industry Summary

GAS COMPANIES - ARKANSAS ONLY
CUSTOMERS; MCF SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	MCF SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
ARKANSAS LOUISIANA GAS COMPANY					
Residential	356,067	27,403,391	$142,131,351	$399	77
Commercial	43,552	15,200,107	$69,506,925	$1,596	349
Industrial	824	5,681,857	$21,944,531	$26,632	6,895
Other	6	4,075,809	$79,362,445	$13,227,074	679,302
TOTAL	**400,449**	**52,361,164**	**$312,945,252**	**$781**	**131**
ARKANSAS OKLAHOMA GAS CORPORATION					
Residential	35,034	3,098,148	$11,247,449	$321	88
Commercial	4,781	5,031,709	$15,281,438	$3,196	1,052
Industrial	7	2,303,010	$6,360,735	$908,676	329,001
Other	10	308,932	$2,480,006	$248,001	30,893
TOTAL	**39,832**	**10,741,799**	**$35,369,628**	**$888**	**270**
ARKANSAS WESTERN GAS COMPANY					
Residential	90,309	7,120,076	$33,940,531	$376	79
Commercial	12,308	4,580,725	$19,725,613	$1,603	372
Industrial	313	8,229,216	$24,490,947	$78,246	26,291
Other	65	12,382	$2,388,857	$36,752	190
TOTAL	**102,995**	**19,942,399**	**$80,545,949**	**$782**	**194**
LOUISIANA-NEVADA TRANSIT					
Residential	1,434	87,314	$453,262	$316	61
Commercial	133	296,719	$683,774	$5,141	2,231
Industrial	2	4,088,750	$7,906,359	$3,953,180	2,044,375
Other	4	151	$174,509	$43,627	38
TOTAL	**1,573**	**4,472,934**	**$9,217,904**	**$5,860**	**2,844**

Section 6. Gas Industry Summary

GAS COMPANIES - ARKANSAS ONLY
CUSTOMERS; MCF SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	MCF SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE MCF PER CUSTOMER
UNION GAS COMPANY OF ARKANSAS, INC.					
Residential	1,950	155,779	$670,100	$344	80
Commercial	285	73,888	$285,198	$1,001	259
Industrial	0	0	$0	$0	0
Other	10	5,551	$21,321	$2,132	555
TOTAL	**2,245**	**235,218**	**$976,618**	**$435**	**105**
TOTALS	**547,094**	**87,753,514**	**$439,055,351**	**$803**	**160**

Section 6. Gas Industry Summary

E. Gas Docket Activity Summary

1. Commission Dockets

U Dockets

87-086-U
Arkansas Louisiana Gas Company

In this Docket, Arkansas Louisiana Gas Company (ALG) requested approval for transportation service on an individual customer basis. For the year ended December 31, 1991, 100 new and renewal affidavits were filed. By using transportation service instead of sales service, qualifying customers of ALG saved an estimated $11,674,262.

88-045-U
Arkansas Louisiana Gas Company

This Docket is the vehicle for filing the estimates and actual costs of Arkansas Lousiana Gas Company (ALG) projects related to the replacement of substandard gas mains in accordance with Orders in Docket 87-079-U. Project estimates filed before December 31, 1990, were reviewed for compliance with the intent of the Order. Subsequently, the final cost of completed projects is filed quarterly for analysis, auditing, and testimony filing by the Staff. Of the initial 115 identified projects, 17 remain to be completed by ALG and reviewed by the Staff.

88-121-U
Texas Gas Transmission Corporation

The Commission instigated a Show Cause Order upon Texas Gas Transmission Corporation (Texas Gas) stating that a Certificate of Environmental Compatibility and Public Need (CECPN) should be filed. Texas Gas replied that they are not under this Commission's jurisdiction. Texas Gas wished to serve a customer being served by a utility regulated by this Commission. On November 28, 1989, Arkansas Gas Consumers filed a Petition to Intervene. The Petition was later granted. No further action has been taken on this Docket.

U Dockets (Cont'd.)

89-203-U
NOARK Pipeline System

On October 24, 1989, NOARK Pipeline System (NOARK) filed an Application seeking: 1) Commission approval of the organization of NOARK as a public utility; 2) a Certificate of Environmental Compatibility and Public Need (CECPN) to construct, operate and maintain a natural gas pipeline; 3) Commission approval for the establishment of just and reasonable rates; and, 4) Commission approval for the maintenance and upkeep of the NOARK pipeline. NOARK proposed to transport natural gas from the Arkoma Basin to Northeast Arkansas.

By Commission Order No. 4, a separate hearing was set for April 3, 1990, for the establishment of rates. A hearing on all other issues was held January 10, 1990. Order No. 10, dated March 6, 1990, approved NOARK's organization as a public utility, approved and issued the requested CECPN, ordered NOARK to submit an inspection and maintenance plan in accordance with the Arkansas Gas Pipeline Safety Act of 1971, and ordered NOARK to file quarterly progress reports, including a final report with the Commission.

A hearing was held on NOARK's proposed rates on April 3, 1990. On June 15, 1990, the Commission entered Order No. 11, finding that additional evidence should be taken on depreciation rates.

Pursuant to Order No. 14, entered on July 26, 1990, the hearing to supplement the record on the depreciation rates for the NOARK pipeline was scheduled for September 12, 1990. By Order No. 16, dated September 19, 1990, the Commission ordered NOARK to calculate its revenue requirement and amend its rates and tariffs utilizing the rate design recommended by NOARK. Additionally, NOARK was ordered to file a Notice of Intent to file a rate case within 24 to 30 months of its pipeline operations for the purpose of determining cost based rates for future use.

On March 26, 1991, NOARK filed an Application for Approval of Financing and Reorganization in which NOARK requested authority to reorganize from a general partnership to a limited partnership and to issue senior secured notes. Staff filed testimony on April 5, 1991, recommending approval. In Order No. 17, issued on April 9, 1991, the Commission approved NOARK's Application for Approval of Financing and Reorganization.

Section 6. Gas Industry Summary

U Dockets (Cont'd.)

NOARK filed an Application for Amendment of Certificate of Environmental Compatibility and Public Need on October 25, 1991. This Amendment was requested to incorporate certain design changes in NOARK's pipeline system. Specifically, NOARK proposed to reduce the size of pipe for a 27.2 mile segment of the pipeline which runs from near Fort Chaffee to the Davis Lateral in Franklin County. NOARK also proposed to increase the size of pipe for a 2.1 mile segment between its interconnections with Natural Gas Pipeline Company of America and Mississippi River Transmission Corporation. Staff filed testimony on October 31, 1991, recommending approval. On October 31, 1991, the Commission issued Order No. 18 approving the Application for the Amendment of Certificate of Environmental Compatibility and also directing that an adjustment to NOARK 's rates was not appropriate at this time.

On November 27, 1991, NOARK filed an Application for the Amendment of Certificate and Financing Authorization (Application) pursuant to Ark. Code Ann. §23-3-515. The Application requested that NOARK's CECPN be amended to incorporate certain design changes to its pipeline system and that its authority to issue senior secured notes pursuant to Order No. 17 be expanded to accommodate such design changes pursuant to Ark. Code Ann. §23-3-104. Specifically, NOARK sought: 1) approval of a reroute around the Hell Creek area; 2) authorization to construct, own, and operate a centralized compressor station; 3) approval of a compression fee of 1% of the volumes transported through NOARK; and, 4) authorization of an increase of $5 million in the amount of construction advances to be incurred and senior secured notes to be issued. NOARK also requested that expedited treatment be given to its Application and that no hearing be held.

The Attorney General (AG) of Arkansas filed a response to the Application on December 4, 1991, stating that he opposed both NOARK's request for expedited treatment, and NOARK's request that such changes be approved absent a hearing. In support of its response, the AG cited Ark. Code Ann. §23-18-516(b)(1) which provides that upon an application for an amendment of a certificate the Commission shall hold a hearing if it finds "that the proposed changes in the facility would result in any material increase in any environmental or economic impact to the facility or that a substantial change will occur in the location of all or a portion of such facility other than as provided in the alternatives set forth in the original application." On December 5, 1991, Staff

U Dockets (Cont'd.)

also filed a response to NOARK's Application requesting that a hearing be held and that expedited treatment be denied.

On December 11, 1991, Staff and the AG filed a Joint Motion for the Setting of a Procedural Schedule. NOARK responded to the Joint Motion on December 17, 1991, again asking that expedited treatment be granted and that the Application be granted without a hearing. However, NOARK stated that if the Commission did set a public hearing it should be set no later than January 14, 1992. NOARK also renewed its requests that it be allowed to engage in site preparation for the compressor station short of installation of the compressors, piping, and building, and stated that it was willing to bear the financial risk in the event the compressor station was not approved.

In Order No. 20, issued on December 29, 1991, a procedural schedule including a hearing date of January 28, 1992, was set for the Application.

90-004-U
Arkansas Western Gas Company

On January 16, 1990, Arkansas Western Gas Company, (the Company) filed an Application asking for approval of a general change in its rates and tariffs for both its Arkansas Western Gas Division (AWG) and its Associated Natural Gas Division (ANG). The Application was amended on February 9, 1990.

Staff investigated the requests for each division and presented its findings in testimony to the Commission. In addition, a large volume of information and data was generated and admitted into the record while the case was pending.

A public hearing was held on November 7, 1990, and continued on November 9, 1990. However, prior to the hearing, the Company, Staff, and Intervenors, Northwest Arkansas Gas Consumers (NWAGC), entered into a Stipulated Agreement as to all pending issues on November 8, 1990. In the Stipulation and Agreement, Staff recommended a revenue requirement of $74,935,158 and $13,068,792 for AWG and ANG respectively.

On December 21, 1990, the Commission entered Order No. 15, which approved the Stipulation subject to certain limitations and conditions. Pursuant to that Order, a public hearing was scheduled for

U Dockets (Cont'd.)

April 16, 1991, concerning the limitations and conditions set out by the Commission.

To eliminate the conditions imposed by Order No. 15, on January 18, 1991, the Company filed a request for a rehearing. The Company argued that Order No. 15 was not supported by substantial evidence; was arbitrary and capricious; violated administrative rulemaking procedures; improperly placed the burden of proof on the Company; indirectly retracted prior prudence determinations; and, that the Commission was preempted from lowering the ANG Division's cost of gas purchased from interstate pipelines. On January 28, 1991, NWAGC filed its response to the Company's request for a rehearing. In its response, NWAGC asked that the request for rehearing be denied because the relief requested by the Company was inappropriate and unnecessary; the Company had not been 'aggrieved' in the sense that permits a request for a rehearing; and the Commission had acted well within its authority.

In Order No. 16 entered on February 28, 1991, the Commission denied the Company's request for a rehearing because, among other considerations, Order No. 15 did not deprive the Company of its property, the opportunity to earn a fair and reasonable return on its investment, the recovery of any reasonably incurred expense, the opportunity to recover its gas costs from its ratepayers, nor did it make any determination as to the prudence of the Company's previously incurred gas costs. The Commission did, however, modify the procedural schedule set in Order No. 15. Additionally, Order No. 16 established Docket No. 91-037-U, styled "In the Matter of Transportation Service Offered By Arkansas Western Gas Company". The Commission further ordered that the proposals set forth in Order No. 15 that dealt with the issue of gas costs were to remain within the scope of Docket No. 90-004-U, and that these proposals were to be addressed by AWG, NWAGC, Staff and the AG initially via a collaborative process. The goal of the collaborative process was to attempt to reach a mutually agreeable resolution of the concerns expressed by the Commission in Order No. 15. At the conclusion of the collaborative process, majority and/or minority reports containing specific recommendations responsive to the Commission's concerns in Order 15 were to be filed and a public hearing on the majority and/or minority reports was set for June 25, 1991.

On June 25, 1991, the Company made a presentation regarding its history and current operations before the Commission. Following this

U Dockets (Cont'd.)

meeting, a collaborative meeting took place with all parties present. Collaborative meetings continued until the parties filed initial reports on July 19, 1991. In these reports, the parties addressed the Commission's concerns but did not show mutually acceptable recommendations. On July 29, 1991, reply reports were filed by all parties. Again, the reports revealed that mutually agreeable recommendations in regard to the Commission's concerns in Order No. 15 had not been reached.

On September 30, 1991, the Company filed a Motion requesting the adoption of its gas cost program presented in its initial and reply reports, and a Brief supporting its Motion. On October 10, 1991, Staff and the AG filed separate responses opposing the Company's Motion.

90-033-U
Application of NEI Arkansas Gathering, Inc. for Interpretation of Jurisdiction of Arkansas Public Service Commission under the Arkansas Natural Gas Pipeline Safety Act of 1971

On March 6, 1990, NEI Arkansas Gathering, Inc. (NARK) filed an Application asking the Arkansas Public Service Commission (Commission) to designate NARK as traversing a nonrural area in Miller County, Arkansas, and to assume jurisdiction of the system under the Arkansas Natural Gas Pipeline Safety Act of 1971.

The Administrative Law Judge (ALJ) scheduled a hearing for December 11, 1990, and directed the Secretary of the Commission to publish notice of the filing and the time and date in newspapers in Miller County, Arkansas.

Staff filed prepared testimony on November 20, 1990, stating that the area traversed by NARK did not appear to meet the criteria to be declared nonrural for the purpose of Commission jurisdiction.

On December 18, 1990, the ALJ requested Staff to file a summary of additional personnel, equipment and training needed should the Commission assume jurisdiction of NARK. Staff filed its report on January 18, 1991.

On September 5, 1991, Staff's attorney wrote a letter to NARK's attorney in response to an oral request regarding Commission jurisdiction under Act 802 of 1991 of the Arkansas General Assembly stating that Staff could not render advisory legal opinions.

Section 6. Gas Industry Summary

U Dockets (Cont'd.)

90-155-U
Arkansas Western Gas Company

On August 31, 1990, Arkansas Western Gas Company (AWG) filed an Application which requested a Certificate of Public Convenience and Necessity for authority to construct, operate and maintain additional compressor facilities as a part of its pipeline system in Franklin County, Arkansas. The estimated overall cost of the proposed compressor was $550,000. A hearing was conducted on this matter on December 12, 1990. Order No. 3, dated December 20, 1990, granted AWG's Application for a Certificate. The Docket was closed by Order No. 4, dated January 30, 1991.

90-180-U
Union Gas Company of Arkansas, Inc.

On October 8, 1990, Union Gas Company of Arkansas, Inc. (Union Gas) filed an Application for a Certificate of Public Convenience and Necessity and/or a Certificate of Extension Project. The Application requested authority to construct, operate and maintain a natural gas distribution system to serve the city of Biscoe, Arkansas, and a natural gas transmission pipeline extending from the City of DeValls Bluff to Biscoe. On October 17, 1990, Union Gas filed an amendment to its Application requesting authority upon certification of the proposed extension project to file a tariff providing for a surcharge which would allow it to recover estimated excess expenditures of $2,663.57. Order No. 3, dated December 21, 1990 granted Union Gas a Certificate of Extension Project and a Certificate of Public Convenience and Necessity for the previously stated purposes. Order No. 3 also authorized Union Gas to recover 100% of the allowable excess expenditures by the imposition of a $0.16 per mcf surcharge on those customers who will directly benefit from the extension project. The order stated that the surcharge would remain in effect only for so long as is required to recover the full amount of excess expenditures. Order No. 5, dated February 5, 1991, closed the Docket.

Section 6. Gas Industry Summary

U Dockets (Cont'd.)

90-188-U
Union Gas Company of Arkansas, Inc.

On October 17, 1990, Union Gas Company of Arkansas, Inc., (Union Gas) filed a separate Application in Docket No. 90-180-U. The Application requested authority and approval to construct, operate and maintain its natural gas transmission pipeline across the White River, a navigable waterway, by attaching its proposed transmission pipeline to the Chicago, Rock Island and Pacific Railway Company bridge located north of U.S. Highway 70 near DeValls Bluff. The pipeline was the subject of an Application in Docket No. 90-180-U. Docket Numbers 90-180-U and 90-188-U were consolidated by Order No. 2, dated October 23, 1990. Order No. 3 of the consolidated Docket granted Union Gas the authority and right to a navigable water crossing. Order No. 4, dated January 30, 1991, closed the Docket.

91-037-U
Arkansas Western Gas Company

On February 18, 1991, this Docket was established by the Commission in Order No. 16 of Docket No. 90-004-U for the purpose of addressing the concerns raised by the Commission in Order No. 15 of that Docket. Specifically, Docket No. 91-037-U was established to address the need for both the Arkansas Western Gas (AWG) and the Associated Natural Gas (ANG) divisions of Arkansas Western Gas Company (Company) to provide transportation and standby service for its customers, and to establish cost based rates for these services. In Order No. 16, the Commission made Northwest Arkansas Gas Consumers (NWAGC), Staff, the Attorney General of Arkansas (AG), and the Company parties in this Docket.

Order No. 1 established an appropriate procedural schedule with a public hearing set for April 30, 1991. On March 11, 1991, the AG filed a Motion to extend the procedural schedule. In Order No. 2, entered on March 20, 1991, a new procedural schedule was set revising the filing dates. However, the date of the public hearing was to remain April 30, 1991.

The AG, Staff, and NWAGC filed testimony on April 5, 1991. The following issues were addressed at the hearing and in post-hearing briefs: 1) whether a minimum amount of volumes should be required for

U Dockets (Cont'd.)

participation in the transportation programs; 2) whether standby, balancing and back up services should be offered and what the terms of such service should be; 3) how the terms 'core' and non-core' customers should be defined; 4) should the B-3-A program be abolished; 5) what the impact of the transportation service would be on core customers; and 6) what the specific terms of the transportation tariffs should be.

On August 22, 1991, in Order No. 4, the Commission modified the Company's proposed transportation tariffs and approved the tariffs as modified on an interim trial basis effective from August 22, 1991, through August 22, 1992. The Commission also stated in Order No. 4 that it contemplated "further consideration of the transportation tariffs approved hereby within the context of this Docket prior to the expiration of said tariffs."

On September 5, 1991, the Company filed a request for rehearing and clarification of Order No. 4. The Company filed an amended request for rehearing and clarification on September 11, 1991. Staff, the AG, and NWAGC filed responses agreeing in part and disagreeing in part to the Company's filings of September 5, and September 11, 1991. The Commission entered Order No. 5 on September 13, 1991, clarifying and/or modifying Order No. 4 to include the Commission's findings in regard to the Company's request for a rehearing. These findings included the following: 1) approval of the Company's request to commence transportation service for its AWG Division on October 1, 1991, thus extending the one-year trial period through September 30, 1992; 2) approval of the Company's request to release its B-3-A program customers from two-year commitments under certain conditions; 3) approval of the Company's request to modify its tariff language to reflect that the customer's contracts shall commence with the date of initial service and end with the expiration of the trial period; 4) approval of the Company's request that the Commission clarify that the Company has no obligation to maintain a gas supply for transportation customers that may later wish to return to system supply; and, 5) disapproved the Company's request as presented in the Joint Stipulation executed by the Company and NWAGC, to allow customers to assign contract rights. The Commission further ordered that the Company file revised tariffs in accordance with Order No. 4 as clarified and/or modified by Order No. 5.

The Company filed revised tariffs as directed in Order No. 4 on September 16, 1991. The Commission approved the tariffs in Order No. 6 entered on September 17, 1991.

U Dockets (Cont'd.)

91-078-U
Arkansas Louisiana Gas Company

On March 28, 1991, Arkansas Louisiana Gas Company (ALG) filed an Application for permission to recover government mandated costs pursuant to Ark. Code Ann. §23-4-501 (Act 310). Order No. 2 issued on April 4, 1991, notified ALG that pursuant to Ark. Code Ann. §23-4-505, the Commission would investigate the reasonableness of ALG's request. Staff investigated the request and filed testimony stating that the costs were not incurred as the result of a government mandate, and, therefore, ALG's request should be denied. On October 10, 1991, a public hearing was held. Post-hearing briefs and reply briefs were filed by the parties on November 4, 1991, and November 14, 1991, respectively.

91-093-U
Arkla Energy Resources

Order No. 7 in Docket No. 89-089-U approved an agreement between the Staff and Arkla Energy Resources (AER) in which AER agreed to file a rate application by December 1, 1990, relating to sales made under its APSC Rate Schedule No. ALG-1. Rates charged under this rate schedule apply to sales of gas made in Arkansas by AER to Arkansas Louisiana Gas Company.

On November 15, 1990, AER sought and was subsequently granted an extension of time to file its rate application. Order No. 26 in Docket No. U-3100 established February 1, 1991, as the filing deadline.

On February 1, 1991, AER sought a second extension of time to file its rate application. Order No. 27 in Docket No. U-3100 approved the requested February 15, 1991, filing deadline.

A third and final request for extension was filed on February 14, 1991. Order No. 28 granted AER's motion to extend the filing deadline to April 16, 1991.

On April 16, 1991, AER filed its Application for approval of changes in its APSC Rate Schedule No. ALG-1 to reflect a $2.9 million increase in revenues, and the adoption by the Commission of a Policy Statement governing the methodologies to be applied in the evaluation of future proposed changes under the same rate schedule. The Staff is evaluating the Company's Application and is scheduled to file its prepared

U Dockets (Cont'd.)

testimony on February 7, 1992. A hearing in the matter is set for March 23, 1992.

91-106-U
Arkansas Louisiana Gas Company

On May 6, 1991, Arkansas Louisiana Gas Company (ALG) applied for a Certificate of Environmental Compatibility and Public Need (CECPN) to construct, operate and maintain a natural gas pipeline in St. Francis and Lee Counties. The Certificate was requested in order to provide service to the new prison site at Brickeys, Arkansas. Concurrent with the CECPN, ALG requested that certain costs be recovered from the Arkansas Department of Corrections.

Staff reviewed and filed testimony in support of the Application. Order No. 4, dated July 25, 1991, granted ALG the CECPN. Order No. 5, dated September 11, 1991, closed the Docket.

91-148-U
Union Gas Company of Arkansas, Inc.

On June 17, 1991, Union Gas Company of Arkansas, Inc., filed an Application requesting authority to lease certain facilities. Staff is investigating the request.

91-242-U
Arkansas Oklahoma Gas Company

On October 4, 1991, Arkansas Oklahoma Gas Company (AOG) filed an Application asking for approval of a general change in its rates and tariffs. In Order No. 2, entered on October 31, 1991, the Commission suspended the proposed tariffs pursuant to Ark. Code Ann. §23-4-407 and set the public hearing for March 17, 1992.

91-246-U
Arkansas Louisiana Gas Company

On October 9, 1991, Arkansas Louisiana Gas Company (ALG) filed an Application for a Certificate of Environmental Compatibility and Public Need (CECPN) to Construct, Operate, and Maintain a Certain

U Dockets (Cont'd.)

Natural Gas Pipeline in Pike County. Staff filed testimony on December 10, 1991, recommending that the CECPN be approved.

91-286-U
Arkansas Louisiana Gas Company

On November 27, 1991, Arkansas Louisiana Gas Company filed an Application requesting approval of new depreciation rates for its various classes of property. Accompanying its Application were testimony and a detailed depreciation study. The Application is pending before the Commission.

TF Dockets

88-046-TF
Arkansas Louisiana Gas Company

This Docket was opened at Arkansas Louisiana Gas Company's (ALG) request to consider a revision to its T-1 transportation tariff. The revised tariff would allow qualified customers to enter into a transportation contract for longer than one year. Testimony was filed by ALG, the Staff and Arkansas Gas Consumers. ALG filed a Motion for Continuance on June 13, 1988. Commission Order No. 5 granted the Motion of Continuance and suspended the scheduled hearing. As of December 31, 1991, no further action has been taken in this Docket.

90-206-TF
Arkansas Louisiana Gas Company

On December 13, 1990, Arkansas Louisiana Gas Company (ALG) filed with the Commission reformatted Rate Schedules, Rate Supplements, Standard Rules and Regulations and General Terms and Conditions. The purpose of the filing was to eliminate errors and make future revisions easier and less time-consuming. Staff filed testimony on December 14, 1990, recommending approval of the revisions. Order No. 1, dated January 8, 1991, approved the December 13, 1990, filing. The Docket was closed on February 25, 1991, by Order No. 2.

Section 6. Gas Industry Summary

TF Dockets (Cont'd.)

91-154-TF
Arkansas Oklahoma Gas Company

On June 24, 1991, Arkansas Oklahoma Gas Corporation filed a request for approval of a special industrial tariff, SIT90, to provide service to customers who purchase at least 300,000 Mcf annually. On July 22, 1991, Staff filed testimony recommending that the tariff be suspended pursuant to Ark. Code Ann. §23-4-407. Order No. 1, dated July 23, 1991, suspended the tariff. Testimony was later filed by Staff recommending approval. Order No. 2, dated August 1, 1991, approved the tariff. Order No. 3, dated September 9, 1991 closed the Docket.

91-163-TF
Arkansas Oklahoma Gas Company

On July 1, 1991, Arkansas Oklahoma Gas Corporation (AOG) filed a request for approval of Tariff SP-1. On July 23, 1991, Oklahoma Gas and Electric Company filed a Petition to Intervene. In its letter filed on July 30, 1991, AOG notified the Commission that it wished to withdraw tariff SP-1. Order No. 1, dated August 29, 1991, closed the Docket.

91-170-TF
Arkansas Louisiana Gas Company

On July 8, 1991, Arkansas Louisiana Gas Company filed a revision to Rule VII, Connections and Extensions of its Standard Rules and Regulations. Staff filed testimony recommending approval of the revision on July 16, 1991. Order No. 1, dated July 19, 1991, approved the revision to the tariff. Order No. 3, dated August 26, 1991, closed the Docket.

91-240-TF
Arkansas Louisiana Gas Company

Arkansas Louisiana Gas Company (ALG) filed this tariff on October 3, 1991, to amend Rule VII, Connections and Extensions, of ALG's Standard Rules and Regulations. On October 15, 1991, Staff filed testimony asking the Commission to suspend this tariff. In Order No. 1,

TF Dockets (Cont'd.)

entered by the Commission on October 30, 1991, the Commission suspended the tariff and set a procedural schedule with a public hearing date of December 17, 1991. ALG filed a letter withdrawing this tariff on November 20, 1991. The hearing scheduled for December 17, 1991, was canceled and the Secretary of the Commission was directed to close the Docket in Commission Order No. 2, issued on November 21, 1991.

91-262-TF
Arkansas Louisiana Gas Company

On October 31, 1991, Arkansas Louisiana Gas Company (ALG) filed Supplemental Tariffs EPA-3 through EPA-13 as a curative filing designed to bring ALG into compliance with Order No. 1 of Docket No. 85-220-TF. Supplemental Tariffs EPA-3 through EPA-13 would apply to the ratepayers living within a designated surcharge area in which natural gas service has been provided under Rule VII of ALG's Standard Rules and Regulations. ALG also filed revisions to tariff sheets EPA-1 and EPA-2 in order to recognize page number changes necessitated by the addition of Supplemental Tariffs EPA-3 through EPA-13.

On November 25, 1991, Staff submitted testimony requesting that the tariff be suspended pursuant to Ark. Code Ann. §23-4-407. ALG waived the setting of a specific date for a hearing. Order No. 1, issued on November 27, 1991, suspended the tariff. ALG filed additional information on December 9, 1991.

91-287-TF
Arkansas Western Gas Company

On November 27, 1991, Arkansas Western Gas Company, (the Company) filed revised Rules and Regulations tariffs for both its Arkansas Western Gas Division (AWG) and its Associated Natural Gas Division (ANG). Revisions to the Levelized Billing Rider were also filed for both divisions. The Company filing on December 23, 1991, revised its filing of November 27, 1991. Staff filed testimony recommending approval on December 27, 1991. The revised tariff was approved on December 27, 1991.

Section 6. Gas Industry Summary

TF Dockets (Cont'd.)

91-303-TF
Arkansas Oklahoma Gas Company

On December 26, 1991, Arkansas Oklahoma Gas Company (AOG) filed new Standard Rules and Regulations. This tariff was designed to modify for clarification purposes its rules and regulations tariff.

2. Commission Dockets On Appeal

CA91-134
Arkansas Louisiana Gas Company, Inc., et. al. v.
Arkansas Public Service Commission

On March 22, 1991, Arkla, Inc. (ALG), the Attorney General of Arkansas and the Staff of the Arkansas Public Service Commission appealed Order No. 32, Docket No. 90-036-U, which ordered ALG, inter alia, to refund $17,136,642 to its ratepayers and to pay $1,127,035.85 plus interest to Intervenors as attorneys' fees, costs and expenses. ALG's appeal contended that the Special Commission had unlawfully engaged in retroactive ratemaking, that Order No. 32 was not supported by substantial evidence or was arbitrary, and that the Special Commission exceeded its authority in awarding the attorneys' fees. Both the Attorney General and Staff appeals contended that the Special Commission's award of attorneys' fees to Intervenors was contrary to law and unsupported by substantial evidence.

On April 18, 1991, the Appellants filed a Joint Motion to Remand Proceeding seeking the remand of this matter to the Special Commission for the purpose of considering a proposed Stipulation and Agreement which would resolve the appeals of Order No. 32. On April 23, 1991, the Court of Appeals issued a Per Curiam order granting the Appellants' Joint Motion.

On June 24,1991, the appellants filed a Joint Motion of All Appellants to Dismiss Appeals stating that the Special Commission had issued Order No. 36 approving the parties' proposed Stipulation and Agreement which ordered ALG, inter alia, to credit $8,250,000 to its

Appeal Dockets (Cont'd.)

Arkansas ratepayers, precluded ALG from recovering at least $2,750,000 of expenses in ALG's next rate case, and awarded $767,000 to Intervenors as attorneys' fees and costs. On June 26, 1991, the Court of Appeals issued a mandate granting Appeallants' Joint Motion to Dismiss.

CA87-149-U
Arkansas Oklahoma Gas Corporation Arkansas Court of Appeals Case No. CA-88-260.

This case involved an Act 310 filing by Arkansas Oklahoma Gas Corporation (AOG) wherein AOG sought to recover expenses incurred in removing asbestos from two of its buildings. AOG claimed that the removal was mandated under Environmental Protection Agency regulations and was therefore subject to Act 310 treatment. After a Commission ruling adverse to AOG, AOG appealed.
The Court of Appeals upheld the Arkansas Public Service Commission on May 10, 1989. AOG then appealed to the Arkansas Supreme Court. After due deliberation, the Supreme Court reversed the Court of Appeals ruling. Also, the Supreme Court remanded AOG's Act 310 filing back to the Commission for specific findings on the level of allowable Act 310 expenses. In conjunction with its audit of AOG's request in Docket No. 92-242-U, Staff determined the amount of expenses recovered by AOG for Act 310 expenses.

3. Dockets Opened By the Commission for Investigative Purposes

90-036-U
In the Matter of an Investigation Into the Overall Gas Purchasing Practices of Arkla, Inc., and Its Various Subsidiary Companies Including, but Not Limited to, the Arkla-Arkoma Transactions.

On March 9, 1990, by Order No. 1, the Commission consolidated with and subsumed Docket Nos. 89-220 and 90-008-C in this Docket. On May 31, 1990, the Commission recused and requested the appointment of a Special Commission.

Section 6. Gas Industry Summary

Investigative Dockets (Cont'd.)

On July 19, 1990, by Order No. 12, the Special Commission established a procedural schedule and set this matter for hearing on September 17, 1990. Discovery was completed and prepared testimony filed in accordance with the procedural schedule. The hearing commenced as scheduled and was recessed on September 18, 1990, at the request of the parties, for the purpose of attempting to resolve some of the outstanding issues. On September 25, 1990, the parties filed a Joint Recommendation seeking approval of the "Jones-McCoy contracts" settlement. In return for settling this part of the Phase I claim, Arkla Inc. (ALG), agreed to credit its Arkansas customers the aggregate amount of $5,404,075 and to not file notice of intent to increase rates for Arkansas Louisiana Gas Company before December 1, 1991.

The hearing proceeded as to the other unresolved claims at issue in the Phase I proceeding. After hearing thereon, the Special Commission, by Order No. 32, issued on December 27, 1991, determined that certain actions by ALG violated Ark. Code Ann. §23-15-103 and, as a result, directed ALG to refund to its Arkansas customers $17,136,642. In late March, 1991, ALG, Inc., the Attorney General and Staff filed Notices of Appeal at the Arkansas Court of Appeals.

On April 18, 1991, all of the appellants joined in a motion requesting the court to remand the proceeding to allow the Special Commission to consider a Joint Application by all parties for approval of a settlement. On April 23, 1991, the Court granted the motion and remanded the action to the Commission for its consideration of the proposed settlement. On May 16, 1991, after notice and a hearing, the Special Commission approved the Joint Application of all parties and issued Order No. 36 approving the Stipulation and Agreement. Order No. 36 rescinded Order Nos. 32 and 33; directed ALG to credit an additional $8,250,000 to its Arkansas customers; and approved various other provisions of the Stipulation and Agreement. As a result of the Commission's approval of the Joint Application of the parties, all of the appellants joined in a Motion to Dismiss Appeal of Order No. 32 and the Court of Appeals granted that Joint Motion to Dismiss on June 26, 1991.

Section 7. Electric Industry Summary

A. Highlights of 1991

In response to competitive energy alternatives, electric utilities have negotiated special rate contracts with industrial customers in order to retain or expand existing loads and to attract new loads. Of the thirty-three electric tariff Dockets processed during 1991, sixteen employed rate discounts or incentive pricing. Other tariff filings addressed revisions to service policies, fees for miscellaneous services, extensions of service, optional billing methodologies, and updates to Arkansas Power and Light Company's (AP&L) Grand Gulf and Nuclear Decommissioning riders.

One electric rate case was concluded during 1991, resulting in a $10 million reduction in revenues at the wholesale level and rate reductions to approximately 246,000 ultimate consumers.

In 1991, the Electric Staff analyzed and filed testimony in several Dockets which involved a variety of issues. Those issues included the sale by AP&L of its Missouri retail division, and an AP&L refund of $17.7 million related to Grand Gulf charges. Other Dockets addressed the approval of deferred accounting treatments for the gain on a sale of utility assets, use of proceeds from a sale/leaseback transaction, and statement billing options for large customers having multiple locations. In addition, the Electric Staff provided guidance to a distribution cooperative regarding the filing of a rate increase under the procedure authorized by Act 821 of 1987. Although this rate increase could be implemented without the specific approval of the Commission, Staff verified that the Cooperative properly followed the procedures established by the Statute.

The Electric Staff also filed testimony in four Dockets involving the construction of transmission facilities. Included in those Dockets was one request for a Certificate of Environmental Compatibility and Public Need for the construction of double and triple circuit 161 Kv lines to serve the expansion of the Nucor-Yamato steel manufacturing plant at Armorel and the new Nucor Steel manufacturing plant being built at Hickman.

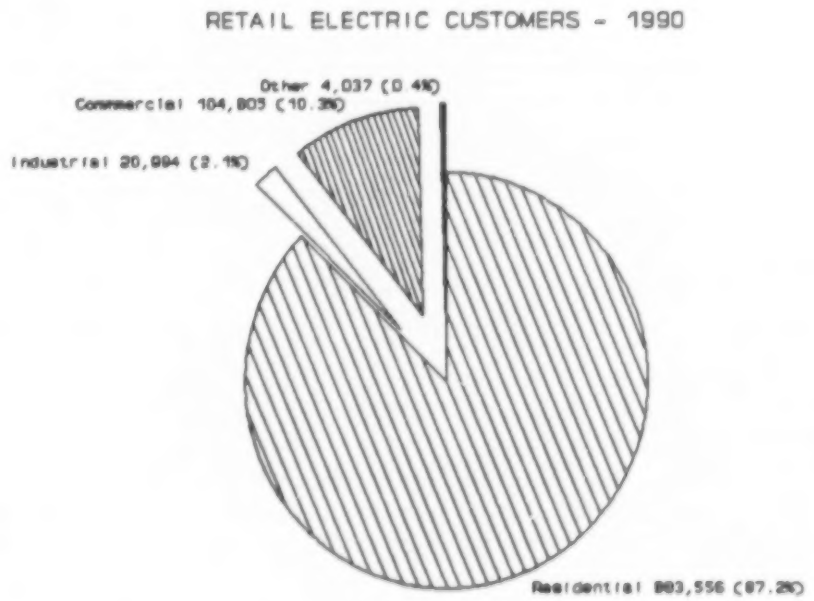
The Electric Staff participated in more than fifty Dockets during 1991, and, in addition, reviewed the earnings of each jurisdictional electric utility. Reviews of AP&L's consumer loan program and its general credit and collection practices were concluded during 1991. Staff also began a project to compare AP&L's rates, revenues, costs, and forecasts with those of other regional utilities. Moreover, the November 1991 settlement regarding recovery of Grand Gulf costs from the City of

Section 7. Electric Industry Summary

New Orleans ratepayers was examined to determine whether the share of costs retained by New Orleans Public Service, Inc. (NOPSI) would affect the most-favored nation clause in AP&L's Arkansas Grand Gulf Settlement.

B. Electric Customers By Class

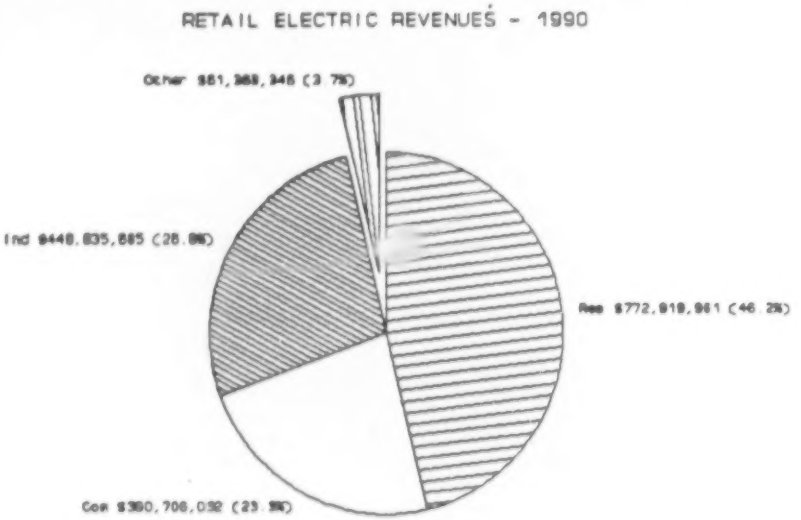
The following chart is a graphic representation of the total number of retail electric customers in Arkansas as of December 31, 1990. the chart is divided into four parts to show the proportion for each group. As can easily be seen, residential customers are the largest group, representing 87% of all customers. Commercial customers are the next largest group at 10%, while industrial customers comprise 2% of the total.



Section 7. Electric Industry Summary

C. Retail Electric Revenues By Class

The following chart represents the retail electric revenues collected in Arkansas as of December 31, 1990. While residential customers represent 87% of all electric customers, they supply only 46% of the total retail electric revenues. On the other hand, while the commercial and industrial classes comprise only 10% and 2% of the total number of electric customers, respectively, they provide 23% and 27% of the revenues. The other classes contain less than 1% of the customers but those customers supply 4% of the total retail revenues.



Section 7. Electric Industry Summary

D. Statistical Summaries For Electric

ELECTRIC COMPANIES-ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV. INVEST.
Arkansas Electric Coop.	$715,943,791	$227,239,414	31.74%
Arkansas Power & Light Co.	3,729,456,282	1,428,746,059	38.31%
Arkansas Valley Electric Coop.	72,214,336	34,283,455	47.47%
Ashley-Chicot Electric Coop.	8,630,826	4,428,076	51.31%
C & L Electric Coop.	33,011,716	16,337,150	49.49%
Carroll Electric Coop.	92,283,455	38,935,468	42.19%
Clay County Electric Coop.	20,402,897	9,495,236	46.54%
Craighead Electric Coop.	43,024,834	20,473,827	47.59%
Empire District Electric Co.	9,385,711	4,260,351	45.39%
Farmers Electric Coop.	9,766,071	5,546,510	56.79%
First Electric Coop.	85,950,549	54,561,840	63.48%
Mississippi County Electric Coop.	7,205,390	22,526,545	312.63%
North Arkansas Electric Coop.	56,925,037	25,758,176	45.25%
Oklahoma Gas & Electric Co.	114,510,401	107,258,237	93.67%
Ouachita Electric Coop.	25,174,267	15,174,550	60.28%
Ozarks Electric Coop.	62,656,802	28,354,867	45.25%
Petit Jean Electric Coop.	32,351,316	12,621,401	39.01%
Riceland Electric Coop.	10,464,590	3,593,786	34.34%
Rich Mountain Electric Coop.	14,132,803	5,254,631	37.18%

Section 7. Electric Industry Summary

South Central Arkansas Electric Coop.	15,795,366	8,549,985	54.13%
Southwest Arkansas Electric Coop.	61,317,986	25,842,655	42.14%
Southwestern Electric Power Co.	265,509,312	154,533,798	58.20%
Woodruff Electric Coop.	48,227,728	19,937,004	41.34%
TOTALS	**$5,534,341,466**	**$2,273,713,021**	**41.08%**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
ARKANSAS ELECTRIC COOPERATIVE CORPORATION					
Residential	0	0	$0	$0	0
Commercial	0	0	$0	$0	0
Industrial	0	0	$0	$0	0
Other	17	5,255,436,000	$227,239,414	$13,367,024	309,143,294
TOTAL	**17**	**5,255,436,000**	**$227,239,414**	**$13,367,024**	**309,143,294**
ARKANSAS POWER & LIGHT COMPANY					
Residential	491,051	5,195,716,471	$465,924,067	$949	10,581
Commercial	61,144	3,694,444,949	$274,117,137	$4,483	60,422
Industrial	20,090	5,145,783,686	$310,893,083	$15,475	256,137
Other	446	13,857,009,339	$377,811,772	$847,112	31,069,528
TOTAL	**572,731**	**27,892,954,445**	**$1,428,746,059**	**$2,495**	**48,702**
ARKANSAS VALLEY ELECTRIC COOPERATIVE					
Residential	29,985	343,574,874	$24,705,971	$824	11,458
Commercial	1,503	50,349,140	$3,406,155	$2,266	33,499
Industrial	9	129,546,300	$5,543,776	$615,975	14,394,033
Other	461	4,812,499	$627,553	$1,361	10,439
TOTAL	**31,958**	**528,282,813**	**$34,283,455**	**$1,073**	**16,531**
ASHLEY-CHICOT ELECTRIC COOPERATIVE, INC.					
Residential	3,054	36,842,214	$2,936,579	$962	12,064
Irrigation	153	7,500,790	$669,930	$4,379	49,025
Commercial	730	8,112,417	$755,919	$1,036	11,113
Industrial	0	0	$0	$0	0
Other	19	733,903	$65,648	$3,455	38,626
TOTAL	**3,956**	**53,189,324**	**$4,428,076**	**$1,119**	**13,445**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
C & L ELECTRIC COOPERATIVE					
Residential	14,350	149,220,904	$12,520,189	$872	10,399
Irrigation	445	3,769,239	$453,977	$1,020	8,470
Commercial	1,111	34,589,458	$2,688,747	$2,420	32,134
Industrial	1	1,315,500	$90,522	$90,522	1,315,500
Other	339	3,773,948	$583,715	$1,722	11,133
TOTAL	**16,246**	**192,669,049**	**$16,337,150**	**$1,006**	**11,859**
CARROLL ELECTRIC COOPERATIVE CORPORATION					
Residential	34,401	388,421,942	$29,237,546	$850	11,291
Commercial	2,014	96,266,849	$6,619,689	$3,164	47,799
Industrial	5	54,315,513	$2,262,048	$452,410	10,863,103
Other	40	2,454,282	$816,185	$20,405	61,357
TOTAL	**36,460**	**541,458,586**	**$38,935,468**	**$1,068**	**14,851**
CLAY COUNTY ELECTRIC COOPERATIVE CORPORATION					
Residential	8,706	73,005,509	$5,673,941	$652	8,386
Irrigation	642	3,640,528	$429,247	$669	5,671
Commercial	893	28,729,974	$2,137,372	$2,419	32,172
Industrial	6	17,592,632	$1,112,753	$185,459	2,932,105
Other	75	1,444,018	$141,923	$1,892	19,254
TOTAL	**10,322**	**124,412,661**	**$9,495,236**	**$920**	**12,053**
CRAIGHEAD ELECTRIC COOPERATIVE					
Residential	16,796	187,379,427	$14,669,712	$873	11,156
Irrigation	900	11,437,524	$1,080,204	$1,200	12,708
Commercial	2,635	42,366,918	$3,515,636	$1,334	16,079
Industrial	6	20,740,070	$1,187,064	$197,844	3,456,678
Other	24	382,848	$21,211	$884	15,952
TOTAL	**20,361**	**262,306,787**	**$20,473,827**	**$1,006**	**12,883**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
EMPIRE DISTRICT ELECTRIC COMPANY					
Residential	2,443	23,077,369	$1,152,616	$472	9,446
Commercial	560	21,847,733	$1,078,003	$1,925	39,014
Industrial	7	42,793,477	$1,458,783	$208,398	6,113,354
Other	76	12,521,779	$570,949	$7,512	164,760
TOTAL	**3,086**	**100,240,358**	**$4,260,351**	**$1,381**	**32,482**
FARMERS ELECTRIC COOPERATIVE CORPORATION					
Residential	3,943	40,390,427	$3,360,318	$852	10,244
Irrigation	684	12,101,159	$1,210,213	$1,769	17,692
Commercial	350	11,837,277	$864,993	$2,471	33,821
Other	9	343,040	$110,986	$12,332	38,116
TOTAL	**4,986**	**64,671,903**	**$5,546,510**	**$1,112**	**12,971**
FIRST ELECTRIC COOPERATIVE CORPORATION					
Residential	43,945	515,044,634	$39,951,636	$909	11,720
Irrigation	1,209	19,537,293	$1,377,884	$1,140	16,160
Commercial	1,352	80,945,746	$5,178,029	$3,830	59,871
Industrial	2	241,015,792	$6,897,469	$3,448,735	120,507,896
Other	297	10,493,604	$1,156,822	$3,895	35,332
TOTAL	**46,805**	**867,037,069**	**$54,561,840**	**$1,166**	**18,524**
MISSISSIPPI COUNTY ELECTRIC COOPERATIVE, INC.					
Residential	3,176	34,822,563	$2,690,087	$847	10,964
Irrigation	8	451,564	$35,746	$4,468	56,446
Commercial	241	5,360,729	$370,669	$1,538	22,244
Industrial	2	659,586,987	$19,309,678	$9,654,839	329,793,494
Other	40	1,182,155	$120,365	$3,009	29,554
TOTAL	**3,467**	**701,403,998**	**$22,526,545**	**$6,497**	**202,309**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
NORTH ARKANSAS ELECTRIC COOPERATIVE, INC.					
Residential	20,967	217,880,329	$18,008,998	$859	10,392
Commercial	1,576	59,925,829	$4,225,935	$2,681	38,024
Industrial	5	55,855,488	$2,843,636	$568,727	11,171,098
Other	317	4,220,980	$679,607	$2,144	13,315
TOTAL	**22,865**	**337,882,626**	**$25,758,176**	**$1,127**	**14,777**
OKLAHOMA GAS & ELECTRIC COMPANY					
Residential	47,376	525,246,433	$32,658,369	$689	11,087
Commercial	6,928	430,302,703	$23,125,419	$3,338	62,111
Industrial	244	761,990,693	$28,283,263	$115,915	3,122,913
Other	819	519,745,146	$23,191,186	$28,316	634,609
TOTAL	**55,367**	**2,237,284,975**	**$107,258,237**	**$1,937**	**40,408**
OUACHITA ELECTRIC COOPERATIVE CORPORATION					
Residential	7,635	74,693,679	$6,270,760	$821	9,783
Commercial	869	56,933,152	$4,791,981	$5,514	65,516
Industrial	9	60,731,038	$3,972,558	$441,395	6,737,892
Other	6	374,139	$139,251	$23,209	62,357
TOTAL	**8,519**	**192,732,008**	**$15,174,550**	**$1,781**	**22,624**
OZARKS ELECTRIC COOPERATIVE CORPORATION					
Residential	25,992	289,397,919	$20,948,659	$806	11,134
Commercial	334	88,812,325	$4,938,534	$14,786	265,905
Industrial	4	29,566,400	$1,700,199	$425,050	7,391,600
Other	105	848,039	$767,475	$7,309	8,077
TOTAL	**26,435**	**408,624,683**	**$28,354,867**	**$1,073**	**15,458**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
PETIT JEAN ELECTRIC COOPERATIVE CORPORATION					
Residential	12,736	112,525,882	$9,161,002	$719	8,835
Commercial	1,023	29,691,155	$2,167,730	$2,119	29,024
Industrial	18	13,663,753	$919,210	$51,067	759,097
Other	238	2,877,034	$373,459	$1,569	12,088
TOTAL	**14,015**	**158,757,824**	**$12,621,401**	**$901**	**11,328**
RICELAND ELECTRIC COOPERATIVE, INC.					
Residential	2,578	22,523,504	$2,265,580	$879	8,737
Irrigation	695	6,630,711	$609,342	$877	9,541
Commercial	149	4,832,896	$486,274	$3,264	32,436
Industrial	1	3,441,000	$232,590	$232,590	3,441,000
Other	0	0	0	0	0
TOTAL	**3,423**	**37,428,111**	**$3,593,786**	**$1,050**	**10,934**
RICH MOUNTAIN ELECTRIC COOPERATIVE, INC.					
Residential	5,313	55,064,039	$4,669,024	$879	10,364
Commercial	208	7,206,114	$585,607	$2,815	34,645
Industrial	0	0	$0	$0	0
Other	0	0	$0	$0	0
TOTAL	**5,521**	**62,270,153**	**$5,254,631**	**$952**	**11,279**
SOUTH CENTRAL ARKANSAS ELECTRIC COOPERATIVE, INC.					
Residential	7,508	68,935,575	$5,502,268	$733	9,182
Irrigation	3	95,417	$14,401	$4,800	31,806
Commercial	405	12,909,833	$984,151	$2,430	31,876
Industrial	2	48,777,121	$2,001,690	$1,000,845	24,388,561
Other	8	155,186	$47,475	$5,934	19,398
TOTAL	**7,926**	**130,873,132**	**$8,549,985**	**$1,079**	**16,512**

Section 7. Electric Industry Summary

ELECTRIC COMPANIES - ARKANSAS ONLY
CUSTOMERS; KWH SOLD; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	KWH SOLD	REVENUES	AVERAGE REV./PER CUSTOMER	AVERAGE KWH PER CUSTOMER
SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION					
Residential	18,594	209,993,418	$16,103,285	$866	11,294
Irrigation	11	53,347	$7,054	$641	4,850
Commercial	1,618	65,879,179	$4,943,974	$3,056	40,716
Industrial	4	95,995,775	$4,619,737	$1,154,934	23,998,944
Other	11	357,440	$168,605	$15,328	32,495
TOTAL	**20,238**	**372,279,159**	**$25,842,655**	**$1,277**	**18,395**
SOUTHWESTERN ELECTRIC POWER COMPANY					
Residential	70,359	678,653,108	$43,373,416	$616	9,646
Commercial	10,797	581,279,613	$31,001,395	$2,871	53,837
Industrial	573	1,249,145,045	$53,776,481	$93,851	2,180,009
Other	723	549,339,771	$26,382,506	$36,490	759,806
TOTAL	**82,452**	**3,058,417,537**	**$154,533,798**	**$1,874**	**37,093**
WOODRUFF ELECTRIC COOPERATIVE CORPORATION					
Residential	12,645	123,497,585	$11,135,938	$881	9,767
Irrigation	2,971	41,688,890	$3,769,330	$1,269	14,032
Commercial	647	38,755,542	$3,065,355	$4,738	59,900
Industrial	6	31,984,540	$1,731,145	$288,524	5,330,757
Other	9	235,990	$235,236	$26,137	26,221
TOTAL	**16,278**	**236,162,547**	**$19,937,004**	**$1,225**	**14,508**
TOTALS	**1,013,434**	**43,786,775,748**	**$2,273,713,021**	**$2,243**	**43,206**

Section 7. Electric Industry Summary

E. Electric Docket Activity Summary

1. Commission Dockets

U Dockets

89-128-U
Arkansas Power & Light Company

Arkansas Power & Light Company (AP&L) requested approval to transfer an undivided portion of the Certificate for Independence Steam Electric Station Unit No. 2 to Entergy Power, Inc. Also part of the proposed transfer was AP&L's ownership interest in the Ritchie Steam Electric Station Unit No. 2.

The request was made because a short-term sale termination was projected to cause $23 million in revenue losses annually. The short-term sale to Mississippi Power & Light Company involved AP&L's entitlement to capacity and energy associated with the Independence Steam Electric Station Unit No. 2.

The Staff and the Attorney General entered into a Stipulation and Settlement Agreement with AP&L to eliminate an immediate need for increased rates. Among other things, the Stipulation provided for a rate moratorium to insulate AP&L's Arkansas ratepayers from a general increase in rates for about three years.

AP&L also requested authority to enter into an operating agreement with a newly-formed nuclear management affiliate. The affiliate was to assume operating responsibility for, but not ownership of, Arkansas Nuclear One Units 1 and 2. The consolidation of nuclear operations was projected to result in an annual savings to Arkansas ratepayers of $10.4 million.

The Commission held five days of public hearings on the Stipulation and compiled an extensive record of testimony and exhibits. Order No. 17, issued April 2, 1990, approved the Application and the Stipulation as modified through the testimony and pleadings contained in the record and as conditioned by the Commission.

Arkansas Electric Energy Consumers (AEEC), an intervenor in the proceeding, filed an Application for Rehearing and Request for Stay on May 1, 1990. Order No. 18, issued May 31, 1990, denied AEEC's Application.

U Dockets (Cont'd.)

On July 27, 1990, AEEC filed its Notice of Appeal with the Arkansas Court of Appeals. AEEC's appeal was docketed in the Arkansas Court of Appeals as Case No. CA 90-276. On October 7, 1991, the Arkansas Court of Appeals entered a decision affirming the Commission's Orders. Commission Order No. 19, issued November 21, 1991, closed the Docket.

89-164-U
Arkansas Power and Light Company

Arkansas Power and Light Company applied for and received a Certificate of Public Convenience and Necessity (CCN) to own, construct, operate and maintain a 6.2 mile 115 kilovolt electric transmission line in Columbia County. Public hearings for this CCN were held both in Little Rock and Magnolia, Arkansas. The Order granting the CCN was issued November 21, 1990. Order No. 13, dated January 9, 1991, closed the Docket.

90-096-U
Arkansas Electric Cooperative Corporation

On June 11, 1990, Arkansas Electric Cooperative Corporation (AECC) filed a cost of service study with the Commission and requested that its rates not be changed. Subsequently, two existing AECC proceedings, Docket Nos. 87-056-TF and 88-137-U, involving, respectively, the treatment of certain revenues derived from a contract customer and the disposition of proceeds from the sale of certain assets, were consolidated with this Docket. On April 1, 1991, Staff filed testimony recommending that AECC's rates be reduced by $18.5 million.

On May 1, 1991, the Attorney General of Arkansas (AG) notified the Commission of its intent to intervene. On May 28, 1991, AECC filed additional testimony containing its response to Staff's recommendations.

On August 19, 1991, the Parties filed a Stipulation with the Commission recommending a resolution of all of the issues. On August 26, 1991, the Commission approved the Stipulation which provided that AECC's revenues be reduced by $10,250,267 and that AECC waive federal preemption protection defenses for construction of hydroelectric generating capacity.

Section 7. Electric Industry Summary

U Dockets (Cont'd.)

90-138-U
Arkansas Power & Light Company

On August 2, 1990, Arkansas Power & Light Company (AP&L) filed an Application seeking an order declaring no jurisdiction, or alternately, authorizing the sale of certain assets used to provide retail service within the state of Missouri.

In related concurrent transactions, AP&L will enter a ten-year contract to sell wholesale power to Union Electric and will sell certain transmission facilities located in Missouri to Associated Electric Cooperative, Inc.

On November 8, 1991, AP&L filed an amended Application and a proposed tariff rider, M43. The proposed rider was intended to mitigate the immediate effect of the transactions on Arkansas retail ratepayers by deferring the collection of increased fuel adjustment costs caused by the greater energy requirements of the wholesale power agreement over current Missouri retail load. As the result of opposition from Staff and intervenors, AP&L revised the proposed rider to fully insulate Arkansas retail ratepayers from the increased fuel costs until after the Company's next general rate case.

In the long term, retail ratepayers will benefit from the transactions through the revenue requirement reduction of expense allocations and debt service costs and through the deferral of new capacity costs. A new hearing has been set for January 6, 1992.

90-169-U
First Electric Cooperative/Riceland Electric Cooperative

First Electric Cooperative (First) and Riceland Electric Cooperative (Riceland) filed a Joint Application on September 17, 1990, seeking approval for First to purchase Riceland's assets. First also applied for a Certificate of Convenience and Necessity (CCN) to serve Riceland's territory after approval of the purchase. In testimony filed November 20, 1990, Staff recommended approval of First's purchase of Riceland's assets, and recommended that First file a feasibility and cost-benefit study (study) concerning the offering of load control to Riceland's current residential air conditioning and water heating customers. In Order No. 3, issued December 7, 1990, the Administrative Law Judge approved the purchase of assets by First and issued the Certificate of

Section 7. Electric Industry Summary

U Dockets (Cont'd.)

Public Convenience and Necessity for First to serve Riceland's service territory. The Order also instructed First to submit a load control study on or before February 1, 1991, with any new tariff developed in relation to the study to be filed on or before March 1, 1991. Order No. 5, issued January 10, 1991, closed the Docket.

90-174-U
Arkansas Power & Light Company

Arkansas Power & Light Company (AP&L) applied for authority to enter into up to $120,000,000 principal amount of installment purchase contracts with Pope County, Arkansas. Pope County would issue and sell a like amount of Solid Waste Disposal Bonds on facilities at the Arkansas Nuclear One Generating Station. The Staff evaluated AP&L's request and filed testimony recommending approval. Order No. 2, issued November 13, 1990, approved AP&L's request. Order No. 4, issued January 10, 1991, closed the Docket.

90-214-U
Empire District Electric Company of Joplin, Missouri

The Empire District Electric Co. of Joplin, Missouri (Empire) filed an Application on December 7, 1990, for authority to implement a general rate increase for electric service in the State of Arkansas. Order Number 2 suspended the proposed rates and tariffs, and scheduled a public hearing for June 4, 1991. Order Number 6 approved the settlement in the Stipulation and Agreement filed on May 30, 1991, and directed Empire to file revised tariffs that would effect an overall annual revenue increase from its Arkansas jurisdictional operations in the amount of $485,598. Order No. 7 approved the new rates on July 26, 1991. Order No. 8 closed the Docket on August 30, 1991.

91-043-U
Clay County Electric Cooperative

On February 21, 1991, Clay County Electric Cooperative (Clay) filed for a general rate increase under authority of Act 821 of the Regular Session of 1987 (Ark. Code Ann. §23-4-901 et seq). Staff reviewed the general rate request and filed comments on May 2, 1991, stating that

U Dockets (Cont'd.)

Clay had fulfilled all of the requirements set forth in Act 821. The Secretary of the Commission certified the rates effective as of May 24, 1991, pursuant to Ark. Code Ann. §23-4-905.

91-049-U
Arkansas Power and Light Company

On February 28, 1991, Arkansas Power and Light Company (AP&L) petitioned for a waiver of the Commission's General Service Rule 10.B., which specifies the minimum number of days between the billing date and the due date, in order to implement optional statement billing for commercial, governmental, and industrial customers having multiple accounts. At Staff's request, AP&L filed a tariff rider which incorporated the features of its proposed optional statement billing service. An Order approving the tariff rider was issued March 29, 1991. Order No. 3, issued June 12, 1991, closed the Docket.

91-069-U
Craighead Electric Cooperative Corporation

On March 20, 1991, Craighead Electric Cooperative Corporation petitioned for authorization to defer the gain on its sales to the Cities of Jonesboro and Paragould of assets related to service territory annexed by these Cities. Absent deferred treatment, the Cooperative's status as an organization exempt from income taxes would be in jeopardy. After evaluating the effects of the applicable tax code and accounting principles, Staff filed testimony on May 31, recommending approval of the proposed accounting treatment. An Order authorizing deferred accounting for these gains was issued on July 10, 1991.

91-113-U
Staff of the Arkansas Public Service Commission vs. Arkansas Electric Cooperative Corporation

On May 14, 1991, Staff filed a Motion for Issuance of a Show Cause Order. The Motion stated that Arkansas Electric Cooperative Corporation (AECC) was engaged in a promotional practice that provided for rebates to dealers/installers and cooperative members/builders for installing qualified heat pumps and water heaters. Staff alleged that

U Dockets (Cont'd.)

AECC's activities were a violation of Order No. 4, Docket No. 90-205-R, and therefore AECC should be ordered to cease and desist from engaging in such incentive programs. On May 24, 1991, AECC filed its Response to Staff Motion for Issuance of a Show Cause stating that its Incentive Program is an energy conservation program and measure authorized by statute, and, therefore, any costs related to the program should be declared a proper cost of providing utility service.

91-182-U
Arkansas Electric Cooperative Corporation

On July 19, 1991, Arkansas Electric Cooperative Corporation (AECC) filed an Application for a Certificate of Environmental Compatibility and Public Need (CECPN). The Application requested approval for the construction and operation of a new, twenty-one mile, 161 Kv, double and triple circuit transmission line to supply electric power required for the operation of the Nucor Steel recycling plant being built at Hickman. At the October 9, 1991, hearing in Blytheville, testimony was presented by AECC, by Staff, and by Bush Canning Company, intervenor. Public comments were entered by fifteen property owners concerning the need for or the siting of the proposed transmission facilities. The November 1, 1991, Order granting the CECPN directed that the alternate routing recommended by Staff be used in order to best serve the public interest and result in the least amount of private harm.

91-220-U
Arkansas Power & Light Company

As the result of a settlement reached in the Federal Energy Regulatory Commission consolidated proceedings ER89-678-000, EL90-16000, and EL90-45-000, Arkansas Power & Light Company (AP&L) filed an Application on September 12, 1991, for approval of a refund to Arkansas retail ratepayers of $16,116,273, plus interest and rebate of applicable taxes. After a hearing on October 3, 1991, the refund was approved in the form of billing credits to active customers and checks to customers who have left AP&L'S syster . with each customer's refund determined by the amount of electricity used during the fifteen-month period ended June 30, 1991:

Section 7. Electric Industry Summary

U Dockets (Cont'd.)

91-239-U
Southwestern Electric Power Company

On October 2, 1991, Southwestern Electric Power Company (SWEPCO) applied for a Certificate of Convenience and Necessity (CCN) to rebuild a 19.31 mile section of 69 Kv transmission line to 161 Kv specifications. The rebuilding will occur between Huntington and Booneville in order to accommodate projected load growth in the area and to maintain service quality and reliability. After investigation, Staff filed testimony December 10, 1991, recommending approval of SWEPCO's Application. A hearing was held on January 14, 1991, and an Order is pending.

91-284-U
Southwestern Electric Power Company

On November 26, 1991, Southwestern Electric Power Company (SWEPCO) filed an Application for a Certificate of Convenience and Necessity (CCN). SWEPCO proposes to build an approximately 0.32 mile section of new single pole 69 Kv transmission line to be connected to 2.0 miles of existing line at Bentonville, Arkansas. Together, the two lines will provide a continuous line between SWEPCO's East Centerton substation and the City of Bentonville's substation. The application is pending before the Commission.

TF Dockets

87-166-TF
Arkansas Power and Light Company

On November 1, 1991, Arkansas Power and Light Company (AP&L) filed a revised Attachment A to its ANO Decommissioning Cost Rider Rate Schedule M26, in accordance with Order No. 5 in Docket No. 87-166-TF. Attachment A contains the revised rates which will be effective from January 1, 1992, through December 31, 1992. These rates are based on AP&L's projected 1992 Arkansas retail decommissioning revenue requirement and are calculated using Arkansas retail sales projections for 1992. On December 19, 1991, Staff filed testimony recommending that the revised Attachment A to Rider M26 be approved. A public hearing was held on December 20, 1991. The Commission issued Order No. 13 on December 20, 1991, approving the rates.

Section 7. Electric Industry Summary

TF Dockets (Cont'd.)

90-005-TF
Arkansas Power and Light Company

An Agreement for Electric Service between Arkansas Power and Light (AP&L) and TREFIL ARBED Arkansas, Inc., (TREFIL ARBED) was filed on January 16, 1990. This economic development contract was executed to induce TREFIL ARBED to construct and operate a steel tire cord production facility near Pine Bluff, Arkansas. Contractual terms, conditions, and billing provisions were negotiated by AP&L to encourage TREFIL ARBED to make the capital investment and create jobs in Arkansas. With the condition that revenues generated from this Agreement in excess of incremental costs be shared between AP&L and ratepayers, using the Percentage of Standard Rate Split methodology, the Agreement was approved on August 31, 1990. Order No. 6, dated January 10, 1991, closed the Docket.

90-075-TF
Arkansas Power and Light Company

An Agreement for Electric Service between Arkansas Power and Light Company and Georgia-Pacific Corporation was filed on May 14, 1990. This Interruptible Condensing Power Agreement applicable to the GP Crossett Paper operations will replace a similar agreement filed in 1986 which expires in September, 1990. The five-year Agreement was approved by the Administrative Law Judge on September 18, 1990. Order No. 6, dated January 10, 1991, closed the Docket.

90-194-TF
Arkansas Power and Light Company

The fifth annual update to Arkansas Power & Light Company's (AP&L) Grand Gulf Rider M33 was filed on November 1, 1990. At Staff's request, AP&L revised its filing on November 19 to reduce the carrying charge in accordance with the Grand Gulf Settlement. Effective beginning in 1991, the Rider, as amended, will commence the amortization and recovery of the Deferred Balance. The Commission approved the Rider on December 28, 1990. Order No. 2, dated January 11, 1991, closed the Docket.

Section 7. Electric Industry Summary

TF Dockets (Cont'd.)

90-203-TF
Arkansas Power and Light Company

An Agreement for Electric Service between Arkansas Power and Light Company (AP&L) and Great Lakes Chemical Corporation was filed on November 20, 1990. The new Agreement is a negotiated replacement of the current contract which expired on December 31, 1990. The Agreement will defer until a more appropriate time the installation of cogeneration facilities at Great Lakes and thereby manage the introduction of cogenerating facilities into AP&L's service area. By managing the introduction of the facilities, AP&L and its customer base at-large can benefit along with Great Lakes. This Agreement was approved by the Commission on December 20, 1990. Order No. 4, dated January 30, 1991, closed the Docket.

90-218-TF
Arkansas Power and Light Company

Arkansas Power and Light Company filed a revision to its Index to Electric Rate Schedules on December 7, 1990. Staff testimony recommended approval on December 11, 1990. The revised tariff was approved on December 12, 1990. Order No. 2, dated January 11, 1991, closed the Docket.

90-228-TF
Arkansas Power and Light Company

On December 20, 1990, Arkansas Power & Light Company refiled its existing Contingency Emergency Power Conservation and Curtailment Plan, seeking to change the Plan's designation from Section IX to Section XV. This change would correct a duplicate numbering problem in the Company's Service Regulations. An Order approving this redesignation was issued January 17, 1991. Order No. 2, dated March 4, 1991, closed the Docket.

Section 7. Electric Industry Summary

TF Dockets (Cont'd.)

90-234-TF
Southwestern Electric Power Company

Southwestern Electric Power Company filed an amendment to its Agreement for Electric Service with Nekoosa Papers, Inc. to allow the customer special billing arrangements during a six-month period from January to June, 1991. The calculation of the customer's monthly electric bill will be revised during the "start-up" period associated with installation of a fourth paper machine, two new turbine generators, and the addition of other associated electrical equipment. An Order approving the Agreement was issued on January 15, 1991. Order No. 2, dated February 21, 1991, closed the Docket.

91-042-TF
Arkansas Power and Light Company

On February 20, 1991, Arkansas Power and Light Company (AP&L) filed an Agreement for Electric Service between itself and TE Products Pipeline Company (TEPPCO). The Agreement is a special pricing contract entered into between AP&L and TEPPCO, one of AP&L's largest industrial customers. The contract will allow AP&L to retain TEPPCO as a full requirements customer in the event AP&L's rates escalate at a pace which would make it more economical for TEPPCO to replace its electric motors at five pumping stations with direct drive turbine equipment fueled with natural gas. Following a hearing on July 18, 1991, the proposed agreement was approved to become effective October 1, 1991.

91-053-TF
First Electric Cooperative Corporation

In Docket No. 90-169-U, the Commission ordered First Electric Cooperative Corporation (First) to prepare a feasibility study regarding installation of a residential air conditioner and water heater load control system throughout its existing service area, as well as the area served by Riceland Electric Cooperative Corporation (Riceland), prior to First's acquisition of Riceland. On March 4, 1991, after the study had determined that the load control system was beneficial to both ratepayers

TF Dockets (Cont'd.)

and the utility, First filed tariffs providing for billing credits associated with residential load control. On April 2, Staff filed testimony stating that the proposed tariffs were cost-justified and in compliance with the Commission's Order in Docket No. 90-169-U. An Order approving the tariffs was issued April 3, 1991. Order No. 2, dated March 8, 1991, closed the Docket.

91-055-TF
Arkansas Electric Cooperative Corporation

Arkansas Electric Cooperative Corporation (AECC) filed an Application on March 5, 1991, proposing to revise Rate Schedule IC-1 and withdraw Rate Schedule IC-2. AECC proposed to increase its allowable interruptible load from 180,000 KW to 209,000 KW. Staff filed testimony on November 12, 1991, recommending approval of the revised schedule filed on October 29, 1991. Order No. 4 was issued on November 19, 1991, granting approval of the revised Rate Schedule IC-1 and withdrawal of Rate Schedule IC-2.

91-094-TF
Ashley-Chicot Electric Cooperative

On April 16, 1991, Ashley-Chicot Electric Cooperative (Ashley-Chicot) filed a revision to its Large Power tariff proposing to provide electric service at a lower rate to consumers having a load factor greater than 50%. The Cooperative's basic Large Power rate collects a class revenue requirement based on an average 50% load factor. On May 16, 1991, Staff recommended approval of the revised tariff, testifying that the proposed rate for customers exceeding the class average recovers Ashley-Chicot's incremental costs and makes a contribution to the Cooperative's margins. An Order approving the revised tariff was issued on May 16, 1991. Order No. 2, dated June 24, 1991, closed the Docket.

91-103-TF
Southwestern Electric Power Company

On May 1, 1991, Southwestern Electric Power Company (SWEPCO) filed an Application for a change in its billing and collection policies applicable to residential customers who receive retirement,

TF Dockets (Cont'd.)

disability, or survivor's income. The Retirement Plus Plan allows qualified customers to pay their monthly bills 30 days after the mailing date, rather than 22 days, without incurring a late payment penalty. The Plan is designed to meet the special needs of those customers on fixed retirement, disability, or survivor's income whose fixed monthly income check arrives after the electric bill is due. Staff filed testimony on May 22, 1991, recommending approval. An Order was issued May 24, 1991, approving the tariff.

91-105-TF
Craighead Electric Cooperative Corporation

On May 2, 1991, Craighead Electric Cooperative Corporation filed to amend its Municipal Tax Adjustment Rider to add two municipal taxing authorities for the collection of franchise taxes within its service territory. Due to a typographical error, a correction was filed on May 16, 1991. Staff filed testimony on May 24, 1991, recommending approval. An Order was issued May 30, 1991, approving the tariff.

91-107-TF
Carroll Electric Cooperative Corporation

On May 7, 1991, Carroll Electric Cooperative Corporation filed revised tariffs to: 1) increase certain miscellaneous fees; 2) add 1000 watt metal halide lamps to outdoor lighting service; and, 3) to initiate a levelized billing plan for residential customers. On May 23, the revised tariffs were amended by the Cooperative in response to Staff suggestions. Based on the recommendation of Staff filed June 4, an Order approving the revised tariffs, as amended, was issued June 6, 1991.

91-112-TF
Arkansas Power and Light Company

On May 13, 1991, Arkansas Power & Light Company (AP&L) filed a proposal to temporarily extend essential electric service to certain residential customers who become subject to service termination for non-payment but who would experience physical hardship if shut-off were to occur. Under this Residential Service Limiter Program, the

TF Dockets (Cont'd.)

customer is allowed additional time to pay the delinquency while a device restricts the amount of power available. AP&L stated that it would avoid installation of the device when its use would cause a life-threatening situation. Because the Program provides additional protection from cut-off to certain customers with special needs, Staff recommended approval of the proposal in testimony filed June 7. An Order approving the tariff was issued June 11, 1991.

91-121-TF
Clay County Electric Cooperative Corporation

Clay County Electric Cooperative Corporation (Clay) filed revisions to its existing line extension policy on May 20, 1991. Staff reviewed the proposed revisions and then filed testimony on June 18, 1991, recommending approval. An Order approving Clay's revised line extension policy was issued on June 19, 1991.

91-135-TF
Arkansas Valley Electric Cooperative Corporation

On June 4, 1991, Arkansas Valley Electric Cooperative Corporation (AVECC) filed a request to establish a new rate schedule to provide an Industrial Load Credit. The adjustment is for the purpose of passing credits that AVECC receives from Oklahoma Gas & Electric Company (OG&E) through to AVECC's qualifying industrial customers. The credits from OG&E were established in a settlement approved by the Federal Energy Regulatory Commission on May 21, 1991. Staff reviewed the proposed adjustment tariff and recommended approval in testimony filed on June 28, 1991. An Order approving the tariff was issued on July 3, 1991.

91-144-TF
Craighead Electric Cooperative Corporation

On June 12, 1991, Craighead Electric Cooperative Corporation filed to amend its Municipal Tax Adjustment Rider to add one municipal taxing authority for the collection of franchise taxes within its service territory. Staff filed testimony on July 3, 1991, recommending approval. An Order was issued July 10, 1991, approving the tariff.

Section 7. Electric Industry Summary

TF Dockets (Cont'd.)

91-161-TF
C & L Electric Cooperative Corporation

On June 27, 1991, C&L Electric Cooperative Corporation (C&L) filed an Application to revise its Standard Rules and Regulations to increase certain miscellaneous service charges. Additionally, at Staff's request, C&L filed replacement pages to its Standard Rules and Regulations for the purpose of correction, clarification, and conformance to the Commission's General Service Rules. On July 24, 1991, Staff filed testimony recommending approval. An Order was issued on July 24, 1991, approving the Application.

91-183-TF
Arkansas Electric Cooperative Corporation

On July 22, 1991, Arkansas Electric Cooperative Corporation (AECC) filed two contracts with the Commission providing for the wholesale purchase of electricity by Mississippi County Electric Cooperative and the retail sale of electricity to Nucor Steel Corporation. The contracts will provide interruptible service to Nucor for a period of ten years, to commence when Nucor first takes service at 161 KV, but not later than January 1, 1993. Staff's analysis indicated that Nucor will make a positive contribution to AECC's margins and will not require a subsidy from the other member cooperatives. Accordingly, Staff recommended that the agreements be approved. On October 23, 1991, a hearing was held on this matter and on November 18, 1991, the Commission issued an Order approving the agreements for electric service to Nucor Steel. On December 17, 1991, AECC filed an Application for Rehearing requesting that Order No. 4 be modified to clearly recognize the intended interpretation of the contract surcharge language.

91-203-TF
Arkansas Valley Electric Cooperative

On August 20, 1991, Arkansas Valley Electric Cooperative (AVEC) filed an Application to revise its Rate Schedule 8, Large Industrial Service, to reflect the terms of a new two-year service agreement between AVEC and Great Lakes Carbon Company. After

TF Dockets (Cont'd.)

review by Staff, testimony was filed on September 10, 1991, recommending approval. An Order was issued September 11, 1991, approving the tariff.

91-235-TF
Arkansas Power and Light Company

On September 30, 1991, Arkansas Power & Light Company (AP&L) filed an Interruptible Power agreement to provide service to Ladish Company (Ladish) under AP&L's Rate Schedule GST. Under the terms of the agreement, AP&L will supply Ladish with interruptible service to additional load. Staff reviewed the terms of the agreement and determined that it was in the public interest. An Order was issued on October 23, 1991, approving the contract.

91-236-TF
Ouachita Electric Cooperative

On October 1, 1991, Ouachita Electric Cooperative (Ouachita) filed revisions to certain tariffs, to its overhead line extension policy, and to its customer information brochure for the purpose of updating and indexing its tariffs. In response to Staff's review, Ouachita made clarifying amendments to its October 1 filing. In accordance with Staff's October 16 recommendation, the tariffs were approved on October 28, 1991.

91-241-TF
Mississippi County Electric Cooperative

On October 3, 1991, Mississippi County Electric Cooperative (MCEC) filed an agreement for Electric Service between MCEC and Messer Grieshiem Industries (MGI). The agreement and the accompanying tariff schedule contain the terms and conditions applicable to service provided to MGI. MGI will operate an air separation facility primarily for the purpose of supplying industrial gases to the Nucor Steel mill near Blytheville, Arkansas. On December 10, 1991, the Commission issued an Order approving the agreement.

Section 7. Electric Industry Summary

TF Dockets (Cont'd.)

91-243-TF
Ozarks Electric Cooperative

On October 4, 1991, Ozarks Electric Cooperative filed a revision to its overhead line extension policy to increase the distance provided without charge to the customer from the first 300 feet to the first 1,320 feet. In testimony filed October 25, Staff recommended approval of the revised tariff, stating that the first 1,320 feet was commonly provided without charge by other Arkansas electric utilities. An Order approving the tariff was issued on October 25, 1991.

91-252-TF
Farmers Electric Cooperative

On October 17, 1991, Farmers Electric Cooperative filed an Application to offer a new optional water pumping rate to consumers for crop irrigation, fish-farming, or drainage. The optional pumping rate allows consumers to take service only during off-peak hours at a reduced monthly demand rate. On November 13, 1991, Staff filed prepared testimony recommending approval of the optional off-peak tariff and on November 14, 1991, an Order was issued approving the rate schedule.

91-259-TF
South Central Arkansas Electric Cooperative

On October 29, 1991, South Central Arkansas Electric Cooperative filed a proposed line extension policy to comply with the Commission's General Service Rule 12E. The extension addresses service at temporary or non-permanent locations. On November 22, 1991, Staff filed testimony recommending approval of the proposed tariff, and on November 25, 1991, the Commission issued an Order approving the tariff.

91-260-TF
South Central Arkansas Electric Cooperative

On October 29, 1991, South Central Arkansas Electric Cooperative filed a proposed line extension policy to comply with the Commission's General Service Rule 12E. The proposed tariff is

TF Dockets (Cont'd.)

applicable to line extensions to permanent farmsteads and permanent residences. On November 22, 1991, Staff filed testimony recommending that the proposed tariff be approved, and on November 25, 1991, an Order was issued approving the tariff.

91-263-TF
Arkansas Power and Light Company

On November 1, 1991, Arkansas Power and Light Company (AP&L) filed an update to its Grand Gulf Rider, M33. Unless over-or-under recoveries in the intervening years exceed $10 million, this update represents the last scheduled rate increase related to Grand Gulf until January 1, 1998. After a hearing, the Commission approved the revised rates filed by AP&L, to become effective January 1, 1992.

91-277-TF
Arkansas Power and Light Company

On December 20, 1991, Arkansas Power and Light (AP&L) filed a revised Miscellaneous Service Fees Rider, M15. The revised tariff, renamed Rider M15, increased the returned check charge to $15.00, and changed AP&L's procedures for after-hours reconnection payments. Staff filed testimony on December 12, 1991, recommending approval of the corrected revised tariffs. An Order was entered on December 12, 1991, approving the revised tariff.

91-285-TF
South Central Arkansas Electric Cooperative

On November 27, 1991, South Central Arkansas Electric Cooperative (South Central) filed an Application to offer a new optional large power rate. The proposed rate, Rate LP-1, offers a reduced rate to consumers who control their KW demand during the peak hours of the months of June, July, August, and September. On December 19, 1991, Staff filed testimony recommending that the tariff be suspended to allow sufficient time to thoroughly review the calculations supporting the proposed rate design. On December 20, 1991, an Order was issued which suspended the tariff. The tariff is pending before the Commission.

Section 7. Electric Industry Summary

C Dockets

87-136-C
Darline Wolverton v.
Clay County Electric Cooperative Corporation

In response to the petition of 406 dissatisfied customers of Clay County Electric Cooperative Corporation (Clay) this Docket was established to investigate and resolve their complaints. Clay answered the Complaint by proposing plans for construction and maintenance work to improve the quality of service on its system. Clay was ordered to file quarterly reports to detail its progress and Staff initiated a program to monitor Clay's progress which included on-site inspections, review of Clay's plans and reports, and the periodic filing of Staff reports. On January 22, 1990, Staff filed a comprehensive report concerning the quality of service being provided to Clay's customers and making seven specific recommendations regarding remedial action to be undertaken by Clay to rectify the service problems. Order No. 3 directed Clay to carry out Staff's recommendations. On August 26, 1991, Staff filed testimony evaluating Clay's compliance with the Commission's directives and assessing its present performance. In an Order issued September 4, 1991, the Administrative Law Judge closed the Docket, finding that Clay had substantially complied with the directives of Order No. 3, and was satisfactorily continuing efforts to eliminate service problems and to improve its overall electric distribution system.

90-052-C
Susan T. Moore V. Southwest Arkansas Electric Cooperative

The Complaint filed April 13, 1990, alleged improprieties in the election and the conduct of the Respondent's Board of Directors, excessive expenditures and earnings, violation by Respondent of its own rules and by-laws, and the location of a distribution line across Complainant's property without properly obtaining an easement. As ordered, Staff investigated those issues related to rates and charges and compliance with applicable rules and statutes. Staff testimony was filed August 3. After the hearing held on September 6, briefs were filed regarding those issues investigated by Staff and regarding the Commission's jurisdiction over the conduct and election of a cooperative's Board of Directors. The Administrative Law Judge dismissed the Complaint on January 15, 1991, finding that: 1) the

C Dockets (Cont'd.)

Respondent's earnings were within the range established by the Commission in the Cooperative's last rate case; 2) the Respondent had not violated its own rules or the rules and statutes under the jurisdiction of the Commission; and, 3) the Commission was without jurisdiction to hear matters relating to the conduct and election of the Respondent's Board of Directors. Complainant's Application for Rehearing was denied by the Commission on March 15, 1991.

90-122-C
John Lowery vs. Arkansas Power & Light Company

The Complainant filed allegations concerning Arkansas Power & Light Company's (Company) improper treatment of customers, advertising practices, billing procedures, and service disconnection procedures. The Complainant also alleged that the Company's facilities serving his area were inadequate and faulty. In an unusual step, the Commission Staff contracted an electrical engineering consultant to visit the Complainant's premises to inspect the Company's equipment. The consultant and the Staff determined that the Company is in compliance with Commission Rules and standards and that application of their approved tariffs were in good order.

90-184-C
Corrugated Machinery, Inc. vs.
Carroll Electric Cooperative Corporation

The Complainant alleged that Carroll Electric Cooperative Corporation (the Cooperative) acted outside its authority in denying an additional service connection to a building. The Commission's Administrative Law Judge ruled in Order No. 3, dated January 15, 1991, that the Cooperative acted properly in denying service and dismissed the Complaint. Order No. 5, issued July 19, 1991, closed the Docket.

91-017-C
D.L. Shepherd vs. Arkansas Power & Light Company

The Complainant asserted that Arkansas Power & Light Company (Company) disconnected service to his premises without good cause while the Complainant was out of town. Staff investigated and found that the

C Dockets (Cont'd.)

Company had acted in compliance with the Commission's Rules regarding termination of service to customers. The Complainant did not appear for the hearing. Order No. 6 issued September 30, 1991, dismissed the Complaint. Order No. 7 issued November 8, 1991, closed the Docket.

91-099-C
Leamon Scott vs. Arkansas Power & Light Company

The Complainant declared that Arkansas Power & Light Company (Company) disconnected service to his premises when the temperature was expected to be below 32 degrees although the Complainant had previously paid the bill. Staff found through investigations that the Company had not violated the Commission's Rules or Company tariffs in disconnecting the Complainant's electric service.

The Complainant failed to appear for the hearing. Order No. 4, issued July 18, 1991, dismissed the Complaint. The Complainant petitioned the Commission to vacate and set aside Order No. 4 because the Complainant had misunderstood a previous Commission Order in this proceeding and thought the hearing date had been changed. Order No. 5, issued August 5, 1991, denied this petition. Order No. 6 closed the Docket on October 7, 1991.

91-168-C
Ivy Lincoln vs. Arkansas Power & Light Company and All Other Public Utilities and Electric Corporations

On July 3, 1991, Complainant filed his Complaint against all public utilities and electric cooperative corporations furnishing electric service in the State of Arkansas. The Complaint requested that the Commission find Ark. Code Ann. §23-18-101 to be void as an unconstitutional creation of monopolies in contravention of Article II Section 19 of the Constitution of the State of Arkansas. On October 4, 1991, by Order No. 1, the Commission dismissed the Complaint for lack of jurisdiction to grant the relief requested.

On October 17, 1991, the Complainant filed an Application For Rehearing contending, among other things, that the Commission has primary and exclusive jurisdiction over the Complaint, and that, since no other party challenged the Commission's jurisdiction to hear the Complaint, its decision is supported by the record.

Section 7. Electric Industry Summary

C Dockets (Cont'd.)

On November 1, 1991, Arkansas Power & Light Co. filed its Application For Rehearing alleging that: 1) the Commission has jurisdiction because the Complaint effectively attacks the Commission's territory allocation policy, which would be jurisdictional to the Commission; and, 2) that the constitutional challenge is an incidental issue. On November 8, 1991, the Commission entered Order No. 2 denying both the Complainant and AP&L's Application For Rehearing. (Both Complainant and AP&L filed notices of appeal at the Arkansas Court of Appeals. See CA-489 and CA-491).

91-184-C
H.G. Davis vs. Arkansas Power & Light Company

The Complainant claimed that Arkansas Power & Light Company (AP&L) provided utility service to a residence owned by the Complainant without his permission. The Complainant also alleged that AP&L wrongfully required him to pay his estranged wife's delinquent bill before electric service would be restored at the same location. Staff determined that AP&L had acted in compliance with Commission Rules and approved Company tariffs. A hearing was held on October 29, 1991. The Administrative Law Judge ruled from the bench in favor of the Company.

91-187-C
Leamon Scott vs. Arkansas Power & Light Company

The Complainant alleges that Arkansas Power & Light erred in disconnecting service to his residence on several occasions, damaged the roof of the Complainant's home, left a live wire in the Complainant's yard when service was installed, and has continually harassed the Complainant and his family. Staff investigated and filed testimony. On November 4, 1991, the Complainant requested a postponement of the hearing.

A Dockets

90-233-A
Arkansas Power & Light Company and
South Central Arkansas Electric Cooperative, Inc.

On December 26, 1990, Arkansas Power & Light Company filed a letter requesting a Customer Release from South Central Arkansas

A Dockets (Cont'd.)

Electric Cooperative, Inc. On January 10, 1991, Staff filed testimony recommending approval of the release. Order No. 1, dated January 15, 1991, approved the request and Order No. 2, dated February 22, 1991, closed the Docket.

91-005-A
Southwestern Electric Power Company

Southwestern Electric Power Company filed an Application requesting approval for a customer release from Arkansas Valley Electric Cooperative Corporation. On March 4, 1991, Staff filed testimony recommending approval of the release. Order No. 1, issued March 14, 1991, approved the release and Order No. 2, dated April 25, 1991, closed the Docket.

91-033-A
Arkansas Power & Light Company

This case involved a request by Arkansas Power & Light Company for a customer release from territory allocated for service by Ashley-Chicot Electric Cooperative Corporation. On March 5, 1991, Staff filed testimony recommending approval of the release. Order No. 1, dated March 8, 1991, approved the release and Order No. 2, issued on April 17, 1991, closed the Docket.

91-047-A
Arkansas Power & Light Company

Arkansas Power & Light Company requested a customer release from territory allocated to Woodruff Electric Cooperative Corporation. On March 5, 1991, Staff filed testimony recommending approval of the release. Order No. 1, dated March 11, 1991, approved the release and Order No. 2, dated April 17, 1991, closed the Docket.

91-064-A
Arkansas Power & Light Company

A customer release request was filed by Arkansas Power & Light Company to serve a customer in territory allocated for service by First

A Dockets (Cont'd.)

Electric Cooperative Corporation. On April 2, 1991, Staff filed testimony recommending approval of the release. The request was approved by Order No. 1, dated April 2, 1991. Order No. 2, issued May 3, 1991, closed the Docket.

91-077-A
Arkansas Power & Light Company

An Application was filed by Arkansas Power & Light Company requesting approval to serve a customer in territory allocated for service by Ouachita Electric Cooperative Corporation. On April 2, 1991, Staff filed testimony recommending approval of the release. Order No. 1, issued on April 4, 1991, approved the request and Order No. 2, dated May 14, 1991, closed the Docket.

91-084-A
Empire District Electric Company

This Docket involved the request of a customer release from territory allocated for service by Carroll Electric Cooperative Corporation. On April 5, 1991, Staff filed testimony recommending approval of the release. Order No. 1, issued on April 10, 1991, approved the request and the Docket was closed by the issuance of Order No. 2, dated May 17, 1991.

91-100-A
Arkansas Power & Light Company

Arkansas Power & Light Company filed a letter requesting approval of a customer release from North Arkansas Electric Cooperative Corporation. On April 20, 1991, Staff filed testimony recommending approval of the release. The request was approved by Order No. 1, issued on May 1, 1991, and the Docket was closed in Order No. 2, dated June 14, 1991.

91-108-A
Arkansas Power & Light Company

Arkansas Power & Light Company requested approval of a customer release in order to serve a customer in territory allocated to

A Dockets (Cont'd.)

South Central Arkansas Electric Cooperative, Inc. On May 16, 1991, Staff filed testimony recommending approval of the release. Order No. 1, issued on May 30, 1991, approved the release and Order No. 2, dated August 7, 1991, closed the Docket.

91-131-A
Arkansas Power & Light Company

An Application was filed in this Docket which requested approval to serve a customer in Woodruff Electric Cooperative Corporation's territory on a customer release basis. On June 21, 1991, Staff filed testimony recommending approval of the release. Order No. 1, dated June 24, 1991, granted the request and Order No. 2, issued on August 2, 1991, closed the Docket.

91-142-A
Arkansas Power & Light Company

An Application was filed requesting a customer release from Clay County Electric Cooperative Corporation to Arkansas Power & Light Company. On June 21, 1991, Staff filed testimony recommending approval of the release. The release was approved in Order No. 1, entered June 25, 1991, and the Docket was closed with the issuance of Order No. 2, dated August 2, 1991.

91-146-A
Arkansas Power & Light Company

A customer release was requested in this Docket for a consumer located in territory allocated to First Electric Cooperative Corporation. On June 21, 1991, Staff filed testimony recommending approval of the release. Approval was granted in Order No. 1, dated June 26, 1991, and the Docket was closed on August 2, 1991, in Order No 2.

Section 7. Electric Industry Summary

A Dockets (Cont'd.)

91-151-A
Arkansas Power & Light Company

On June 17, 1991, the Arkansas Public Service Commission requested information regarding Arkansas Power & Light Company's (AP&L) lease with and limited partnership ownership interest in Capitol Avenue Development Company (CADC), a limited Partnership. AP&L petitioned for a protective order on June 20, 1991. The Commission denied the petition. The Attorney General's Office served written notice of their intent to be an active party to this Docket on June 27, 1991. A petition to intervene filed by CADC was granted on July 26, 1991, by Order No. 2. On June 27, 1991, AP&L applied for a rehearing. The Application is still under consideration by the Commission.

91-167-A
Craighead Electric Cooperative Corporation

An Application was filed in this Docket which requested a customer release to Clay County Electric Cooperative Corporation from Craighead Electric Cooperative Corporation. Staff filed testimony on July 12, 1991, recommending approval of the release. The request was approved in Order No. 1, issued on July 16, 1991, and the Docket was closed by Order No. 2, issued on August 29, 1991.

91-171-A
Arkansas Power & Light Company

An Application was filed in this Docket for a customer release for a consumer located in territory allocated to North Arkansas Electric Cooperative Corporation. Staff filed testimony on July 24, 1991, recommending approval of the release. The release was granted in Order No. 1, dated July 30, 1991, and the Docket was closed in Order No. 2, issued on August 29, 1991.

91-209-A
Arkansas Power & Light Company

Arkansas Power and Light Company requested approval to serve a customer located in territory allocated to South Central Arkansas Electric

A Dockets (Cont'd.)

Cooperative, Inc. On September 5, 1991, Staff filed testimony recommending approval of the customer release. Order No. 1, dated September 9, 1991, approved the release. Order No. 2, dated October 21, 1991, closed the Docket.

91-210-A
Arkansas Power & Light Company

Arkansas Power and Light Company requested approval to serve a customer located in territory allocated to North Arkansas Electric Cooperative, Inc. On September 18, 1991, Staff filed testimony recommending approval of the customer release. Order No. 1, dated September 20, 1991, approved the release. Order No. 2, dated October 31, 1991, closed the Docket.

91-228-A
Arkansas Power & Light Company

On September 25, 1991, Arkansas Power & Light Company filed a letter with attachments requesting approval to serve a customer located in territory allocated to South Central Arkansas Electric Cooperative, Inc. Staff filed testimony on September 27, 1991, recommending approval of the customer release. Order No. 1, dated November 25, 1991, approved the release.

91-229-A
Arkansas Power & Light Company

Arkansas Power & Light Company requested a customer release to serve a customer located in an area allocated to South Central Arkansas Electric Cooperative, Inc. On September 27, 1991, Staff filed testimony recommending approval of the release. Order No. 1, dated October 7, 1991, approved the release. Order No. 2, dated November 18, 1991, closed the Docket.

Section 7. Electric Industry Summary

A Dockets (Cont'd.)

91-248-A
Arkansas Power & Light Company

On October 14, 1991, Arkansas Power & Light Company filed an Application for a customer release to serve a location in an area allocated for service by South Central Arkansas Electric Cooperative, Inc. Staff testimony was filed October 16, 1991, recommending approval of the release. The request was approved by Order No. 1, issued October 28, 1991.

91-269-A
First Electric Cooperative Corporation

First Electric Cooperative Corporation filed a letter requesting a customer release from Arkansas Power & Light Company on November 7, 1991. Staff filed testimony on November 13, 1991, recommending approval of the release. The customer release was approved in Order No. 1, issued November 15, 1991.

91-271-A
Arkansas Power & Light Company

On November 8, 1991, Arkansas Power & Light Company filed a request for a customer release to serve a customer in First Electric Cooperative Corporation's allocated territory. Staff filed testimony on November 14, 1991, recommending approval of the release. Order No. 1, dated November 18, 1991, approved the release.

91-276-A
Carroll Electric Cooperative Corporation

On November 22, 1991, Carroll Electric Cooperative Corporation filed a request to serve a customer in an area allocated for service by Empire District Electric Company. Staff filed testimony on November 26, 1991, recommending approval of the release. A customer release was approved in Order No. 1, issued December 2, 1991.

Section 7. Electric Industry Summary

A Dockets (Cont'd.)

91-288-A
Arkansas Power & Light Company

Arkansas Power & Light Company filed an Application on December 2, 1991, requesting approval of a customer release from First Electric Cooperative Corporation. On December 5, 1991, the Staff filed testimony recommending approval of the release. The request was approved in Order No. 1, dated December 9, 1991.

91-289-A
First Electric Cooperative Corporation

First Electric Cooperative Corporation requested a customer release to serve a location in territory allocated to Arkansas Power & Light Company on December 3, 1991. Staff filed testimony on December 5, 1991, recommending approval. Order No. 1, issued December 5, 1991, approved the release.

2. Commission Dockets on Appeal

CA90-276
Arkansas Electric Energy Consumers vs.
Arkansas Public Service Commission and
Arkansas Power & Light Company

On June 28, 1990, Arkansas Electric Energy Consumers (AEEC) filed a Notice of Appeal at the Arkansas Court of Appeals seeking to set aside Commission Order Nos. 17 and 18 in Docket No. 89-128-U. AEEC also filed an Application for Stay Pending Appeal seeking a stay of those portions of Order Nos. 17 and 18 which would permit AP&L to transfer ownership of its ISES and Ritchie plants and transfer management and operations responsibility for Arkansas Nuclear One.

In its Notice of Appeal, AEEC sought to set aside Order Nos. 17 and 18 alleging that: 1) Staff's participation as a party in Docket No. 89-128-U was a violation of due process and not in the regular pursuit of the Commission's authority; 2) the Commission violated Ark. Code Ann. §23-2-102 by failing to determine the fair market value of the ISES and

Appeal Dockets (Cont'd.)

Ritchie plants; and, 3) Order Nos. 17 and 18 were not supported by substantial evidence.

On August 1, 1990, the court denied AEEC's Motion for Reconsideration of its Order denying the requested stay. Subsequently, the parties submitted briefs. Oral arguments were received on April 24, 1991. On June 26, 1991, by an en banc decision, the Commission's Orders were affirmed in all respects.

On July 15, 1991, AEEC filed a Petition for Review seeking a review of the aforementioned Court of Appeals' decision. On July 25, 1991, the Commission and AP&L filed separate Responses. On September 16, 1991, the Arkansas Supreme Court denied AEEC's Petition for Review.

CA91-489
Ivy Lincoln vs. Arkansas Public Service Commission

On December 6, 1991, Lincoln filed in the Arkansas Court of Appeals his Notice of Appeal from Order No. 1 in Docket No. 91-168-C. The Notice of Appeal asserts that: 1) Order No. 1 was unlawful due to the Commission's failure to regularly pursue its authority by failing to assert its jurisdiction over his Complaint; 2) Order No. 1 violated his rights under the laws and constitution of the State of Arkansas to be free of unreasonable disadvantage and State-imposed monopolies; and, 3) Order No. 1 violated appellant's constitutional right to a certain and complete remedy pursuant to Article II, Section 13, of the Arkansas Constitution.

CA91-491
Arkansas Power & Light Company vs.
Arkansas Public Service Commission

On December 9, 1991, Arkansas Power & Light Company (AP&L) filed its Notice of Appeal of Order Nos. 1 and 2 in Docket No. 91-168-C in the Arkansas Court of Appeals. In its Notice of Appeal, AP&L states it is seeking review of the Commission's Orders because those Orders contain findings which are not supported by substantial evidence of record in conclusions of law which exceed the regular pursuit of the Commission's authority.

Section 8.
Telecommunications Industry Summary

A. Highlights Of 1991

Several steps were taken in 1991 which will have long term impacts on telecommunications in Arkansas. A system of cost allocations for toll and local service was proposed to shift costs away from toll. The result of that change will be to reduce toll rates and make them comparable with interstate long distance rates. More competitive long distance rates should stimulate a more efficient usage of the telecommunications network in the state.

An investigation of the regulatory landscape in Arkansas was initiated in 1991. The Commission hopes to learn if there are any changes in regulation needed to encourage the telecommunications utilities in Arkansas to meet the needs of their customers in an efficient and timely manner. Comments will be received and hearings held in 1992 on this matter.

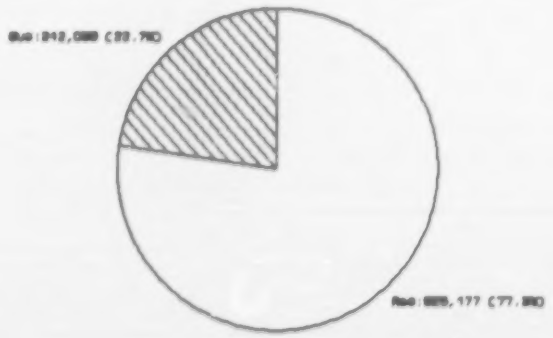
Staff and the industry worked together to propose rules for the provision of telecommunications relay service for the speech and hearing impaired community in 1991. The Commission issued rules in December to make possible the establishment of a relay center which will enable the telecommunications utilities in Arkansas to comply with the Americans with Disabilities Act. The establishment of a relay center will open the entire telecommunications network to all subscribers.

B. Access Lines By Class

The pie chart on the following page is a graphic representation of the number of access lines, by category, at the end of 1990. Total access lines on December 31, 1990, were 1,068,275. Of that total, 77.3% were residential and 22.7% were business lines. Residential Access Lines increased from 819,454 at the end of 1989 to 826,177 at the end of 1990. Business lines decreased from 284,679 in 1989 to 242,098 at the end of 1990.

ACCESS LINES-RESIDENTIAL & BUSINESS

December 31, 1990

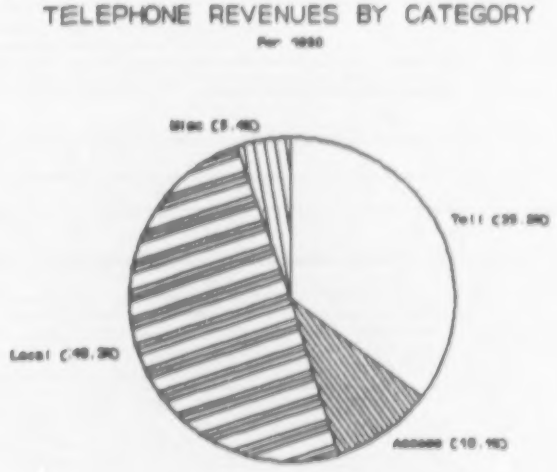


Section 8.
Telecommunications Industry Summary

C. Telephone Revenues By Category

The following pie chart depicts the various revenue sources for the local exchange companies and AT&T during 1990. Total telephone industry revenues in Arkansas for 1990 were $571,353,517. Local service revenue made up approximately 49.3% of that total or $281,605,595.

Toll revenue made up 35.2% of the total or $201,150,370. Access charges generated revenues of $57,905,671. The industry also had Miscellaneous revenues of $30,691,881.



Section 8.
Telecommunications Industry Summary

D. Statistical Summaries for Telecommunications

TELEPHONE COMPANIES-ARKANSAS ONLY
TELEPHONE INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV. /INVEST.
AT&T Communications, Inc.	$ 58,892,381	$167,203,573	283.91%
Alltel Arkansas, Inc.	173,221,878	46,097,087	26.61%
Arkansas Telephone Co.	11,369,780	3,253,332	28.61%
Caddoan Telephone Co.	19,409,569	209,452	108.00%
Central Arkansas Telephone Co.	4,799,600	1,134,419	23.64%
Century Enterprises	29,134,527	9,373,065	32.17%
Cleveland County Telephone Co.	8,314,392	2,763,790	33.24%
Contel of Arkansas	158,101,117	60,584,429	38.32%
Contel of Missouri	1,718,099	921,692	53.65%
Contel of Kansas	24,336,020	8,947,473	36.77%
Decatur Telephone Co.	2,104,904	764,303	36.31%
GTE of the Southwest, Inc.	175,474,921	53,858,395	30.69%
Lavaca Telephone Co.	1,626,077	630,942	38.80%
Madison County Telephone Co.	5,786,352	1,594,943	27.56%
Magazine Telephone Co.	1,482,699	434,230	29.29%

Section 8.
Telecommunications Industry Summary

TELEPHONE COMPANIES-ARKANSAS ONLY
TELEPHONE INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV. /INVEST.
Mountain Home Telephone Co.	25,572,845	8,305,145	32.48%
Mountain View Telephone Co.	7,350,728	2,242,780	30.51%
Northern Arkansas Telephone Co.	7,431,704	3,186,477	42.88%
Perco Telephone Co.	10,758,802	2,491,817	23.16%
Prairie Grove Telephone Co.	10,376,949	3,305,856	31.86%
Redfield Telephone Co.	3,360,401	1,212,599	36.08%
Rice Belt Telephone Co.	1,928,883	697,250	36.15%
E. Ritter Telephone Co.	6,888,685	2,776,855	40.31%
South Arkansas Telephone Co.	7,534,097	2,143,225	28.45%
Southwest Ark. Telephone Coop.	12,857,951	2,604,686	20.26%
Southwestern Bell Telephone Co.	1,523,546,951	487,851,012	32.02%
Tri-County Telephone Co.	14,022,594	3,092,109	22.05%
Union Telephone Co., Inc.	2,315,174	821,752	35.49%
Walnut Hill Telephone Co.	13,636,309	5,450,649	39.97%
Yelcot Telephone Co.	7,515,841	2,218,455	29.52%
Yell County Telephone Co.	8,305,258	2,494,478	30.03%
TOTALS	$2,339,448,488	$888,666,270	37.99%

Section 8.
Telecommunications Industry Summary

TELEPHONE COMPANIES-ARKANSAS ONLY
ACCESS LINES
YEAR ENDED DECEMBER 31, 1990

COMPANY		ACCESS LINES
AT&T Communications of the Southwest	Business	NA
	Residential & Rural	NA
	Total	NA
Alltel Arkansas, Inc.	Business	11,096
	Residential & Rural	60,275
	Total	71,371
Arkansas Telephone Company	Business	898
	Residential & Rural	4,910
	Total	5,808
Caddoan Telephone Company	Business	29
	Residential & Rural	251
	Total	280
Central Arkansas Telephone Coop.	Business	151
	Residential & Rural	2,049
	Total	2,200
Century Enterprises	Business	1,847
	Residential & Rural	11,868
	Total	13,715
Cleveland County Telephone Company	Business	161
	Residential & Rural	2,228
	Total	2,389
Contel of Arkansas	Business	10,269
	Residential & Rural	62,300
	Total	72,569
Contel of Missouri	Business	123
	Residential & Rural	801
	Total	924
Contel of Kansas	Business	2,401
	Residential & Rural	12,716
	Total	15,117

Section 8.
Telecommunications Industry Summary

TELEPHONE COMPANIES-ARKANSAS ONLY
ACCESS LINES
YEAR ENDED DECEMBER 31, 1990

COMPANY		ACCESS LINES
Decatur Telephone Company	Business	92
	Residential & Rural	580
	Total	672
GTE of The Southwest, Inc.	Business	14,772
	Residential & Rural	60,203
	Total	74,975
Lavaca Telephone Company	Business	111
	Residential & Rural	1,085
	Total	1,196
Madison County Telephone Company	Business	547
	Residential & Rural	2,130
	Total	2,677
Magazine Telephone Company	Business	85
	Residential & Rural	688
	Total	773
Mountain Home Telephone Company	Business	2,448
	Residential & Rural	12,444
	Total	14,892
Mountain View Telephone Company	Business	842
	Residential & Rural	3,829
	Total	4,671
Northern Arkansas Telephone Company	Business	466
	Residential & Rural	4,354
	Total	4,820
Perco Telephone Company	Business	327
	Residential & Rural	2,786
	Total	3,113
Prairie Grove Telephone Company	Business	695
	Residential & Rural	5,518
	Total	6,213

Section 8.
Telecommunications Industry Summary

TELEPHONE COMPANIES-ARKANSAS ONLY
ACCESS LINES
YEAR ENDED DECEMBER 31, 1990

COMPANY		ACCESS LINES
Redfield Telephone Company	Business	115
	Residential & Rural	1,236
	Total	1,351
Rice Belt Telephone Company	Business	279
	Residential & Rural	767
	Total	1,046
E. Ritter Telephone Company	Business	464
	Residential & Rural	3,357
	Totals	3,821
South Arkansas Telephone Company	Business	480
	Residential & Rural	2,791
	Total	3,271
Southwest Arkansas Telephone Company	Business	339
	Residential & Rural	3,863
	Total	4,202
Southwestern Bell Telephone Company	Business	190,987
	Residential & Rural	548,792
	Total	739,779
Tri-County Telephone Company	Business	447
	Residential & Rural	4,304
	Total	4,751
Union Telephone Company, Inc.	Business	66
	Residential & Rural	535
	Total	601
Walnut Hill Telephone Company	Business	579
	Residential & Rural	3,874
	Total	4,453
Yelcot Telephone Company	Business	431
	Residential & Rural	2,189
	Total	2,620

Section 8.
Telecommunications Industry Summary

TELEPHONE COMPANIES-ARKANSAS ONLY
ACCESS LINES
YEAR ENDED DECEMBER 31, 1990

COMPANY		ACCESS LINES
Yell County Telephone Company	Business	551
	Residential & Rural	3,454
	Total	4,005
	TOTAL ACCESS LINES IN ARKANSAS	1,068,275

E. Telecommunications Docket Activity Summary

1. Commission Dockets

U Dockets

84-115-U
Long Distance Savers of Tulsa

Long Distance Savers of Tulsa filed an Application on June 15, 1984, which requested a Certificate of Public Convenience and Necessity (CCN) to provide intrastate interexchange telecommunications service. On March 3, 1986, Order No.7 granted the Company an interim CCN. On October 19, 1990, Order No. 9 scheduled a public hearing for November 17, 1990, to determine whether the interim CCN should become permanent. On December 31, 1990, Order No. 10 was issued to revoke the interim CCN. Order No. 11 issued on February 5, 1991, closed the Docket.

84-151-U
Telemarketing Communications of Arkansas

On June 15, 1984, Telemarketing Communications of Arkansas filed an application for a Certificate of Public Convenience and Necessity (CCN) to provide intrastate interexchange service. On February 27, 1986, Order No. 2 granted the Company an interim CCN. On October 19, 1990, Order No. 11 scheduled a public hearing to determine whether the interim CCN should become permanent. On December 31, 1990, Order No. 12 revoked the interim CCN. Order No. 13, issued on February 5, 1991, closed the Docket.

85-110-U
Compute-A-Call of Central Arkansas, Inc.

On May 3, 1985, Compute-A-Call of Central Arkansas, Inc., filed an Application for a Certificate of Public Convenience and Necessity

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

CCN). On March 3, 1986, Order No. 2 granted the Company an interim CCN and ordered the transfer of all documents in this Docket to Docket No. 84-086-U. On January 17, 1991, Order No. 4 closed the Docket.

86-185-U
Your Long Distance Connection

In this Docket, Your Long Distance Connection was granted an interim Certificate of Public Convenience and Necessity (CCN) to operate as an interexchange carrier in the State of Arkansas. On October 19, 1990, Order No. 8 scheduled a public hearing for November 17, 1990, to determine whether the interim CCN should become permanent. On March 4, 1991, Order No. 9 revoked the interim CCN and closed the Docket.

86-199-U
Satelco

Satelco was granted interim approval in this Docket for a Certificate of Public Convenience and Necessity (CCN) to operate as an interexchange carrier. Order No. 16 scheduled a public hearing for November 27, 1990, to determine whether the interim CCN should become permanent. On December 31, 1990, Order No. 17 revoked the interim CCN and Order No. 18 closed the Docket on February 5, 1991.

87-069-U
Rogers Building Management, Inc.

This Docket was established to determine whether Rogers Building Management, Inc. should be granted a Certificate of Convenience and Necessity (CCN) to operate in Arkansas. Order No. 5, dated January 17, 1991, granted Rogers Building Management, Inc. a permanent CCN and closed the Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

87-113-U
Long Distance of Searcy, Inc.

On July 15, 1987, Long Distance of Searcy, Inc., filed an Application for a Certificate of Public Convenience and Necessity (CCN). On August 13, 1987, Order No. 2 approved the Application by granting an interim CCN. On October 19, 1990, Order No. 3 scheduled a public hearing for November 27, 1990, to determine if the interim CCN should become permanent. On January 15, 1991, Order No. 5 was issued to revoke the interim CCN and close the Docket.

87-141-U
International Telecharge, Inc.

On September 17, 1987, International Telecharge, Inc., filed an Application requesting a Certificate of Public Convenience and Necessity (CCN) to operate as a reseller of telecommunications services in Arkansas. Order No. 18 issued on April 26, 1991, denied the Application for a CCN. The Docket was closed by Order No. 19 on July 25, 1991.

88-069-U
Comtel of Hot Springs

On May 12, 1988, Loyd Communications, Inc., D/B/A Comtel of Hot Springs, filed an Application for a Certificate of Public Convenience and Necessity (CCN), to provide telecommunications services. On June 15, 1988, Order No. 2 granted the Company an interim CCN. On October 19, 1990, Order No. 3 scheduled a public hearing for November 27, 1990, to determine if the interim CCN should become permanent. On April 19, 1991, Order No. 4 canceled the interim CCN, canceled the tariffs approved in this Docket and closed the Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

88-159-U
Southwest Arkansas Telephone Cooperative

On October 12, 1988, Southwest Arkansas Telephone Cooperative, Inc., (Company) filed a Petition for Authority to transfer losses due to Plant retirements of central office equipment in the Dodderage exchange into Account 6565, Extra-ordinary Loss. On November 8, 1988, Staff filed testimony recommending approval of this Petition and approval was granted by Order No. 2 on November 30, 1988. On April 5, 1989, the Company filed a Phase II Petition for Authority to transfer losses due to plant retirement of central office equipment in the Trigg Exchange into Account 6565. On June 9, 1989, Staff filed testimony recommending approval of this Petition. Approval was granted by Order No. 4, on June 21, 1989. On May 30, 1991, the Company filed a Petition for Phase III for Authority to Transfer losses due to Plant retirement of central office equipment in the Foulke exchange into Account 6565. On October 17, 1991, Staff filed testimony recommending approval. On October 18, 1991, Order No. 5 authorized the transfer into Account 6565. Order No. 6 closed the Docket on December 3, 1991.

89-036-U
Telesphere Network, Inc.

In this Docket, Telesphere Network, Inc., (Telesphere) a provider of alternative operator services, requested authority to provide intrastate service. Since its Application, Telesphere has advised the Commission that it has declared bankruptcy and has requested that its Application be dismissed. A Commission response to that request is pending.

89-058-U
Litel Telecommunications Corporation

In this Docket, Litel Telecommunications Corporation (Litel) filed an Application requesting a Certificate of Public Convenience and Necessity (CCN) to provide intrastate telecommunications services as a reseller in Arkansas. Litel proposed to offer its services only to Equicom

U Dockets (Cont'd.)

Communications, Inc., by providing transport service for Equicom's operator services within the United States. An amended Application filed on October 6, 1989, stated that the Company did not wish to provide service to the general public. On June 20, 1991, Staff filed a Motion to Dismiss on the grounds that Litel was not seeking authority to offer its services to the public for compensation; therefore, Litel did not meet the definition of a public utility as set out in Ark. Code Ann. Section 23-1-101 and does not come under the jurisdiction of this Commission. On June 24, 1991, Litel filed its response to Staff's Motion, concurring with Staff's Motion and requesting that the Commission issue an order declining jurisdiction over Litel. On July 2, 1991, the Commission issued Order No. 3, dismissing Litel's Application for a CCN. Order No. 4 closed the Docket on August 7, 1991.

89-122-U
Equicom Communications, Inc.

On June 14, 1989, Equicom Communications, Inc., (Equicom) filed an Application for a Certificate of Public Convenience and Necessity (CCN) to provide telecommunications services in Arkansas. A copy of the final Order in Docket No. 87-141-U was sent to Equicom's attorney in June. A Motion to Withdraw the CCN Application was filed by Equicom on October 7, 1991. Order No. 2, issued on October 10, 1991, granted the Motion to Withdraw the Application for a CCN and closed the Docket.

89-136-U
Snider Communications Corporation

Snider Communications Corporation, d/b/a Snider Telecom, filed an Application requesting a Certificate of Public Convenience and Necessity (CCN). In addition, they filed a proposed tariff offering cellular telephone service on a short-term rental basis. On January 17, 1991, Order No. 6 granted a permanent CCN and closed the Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

90-011-U
American Public Communications, Inc.

American Public Communications, an alternative operator service provider, filed in this Docket an Application requesting authority to provide intrastate services. Staff is currently reviewing the Application and will make its recommendation based on the outcome of Docket No. 91-213-U.

90-024-U
Contel of Arkansas

In this Docket, Contel of Arkansas (Contel) filed an Application for an adjustment in rates and charges for local exchange telephone service. By Order No. 2, issued on March 6, 1990, the Docket was suspended. A public hearing was held on June 26, 1990. On November 14, 1990, Order No. 11 ruled that: 1) The rates filed by Contel on February 15,1990, were disapproved; 2) the Partial Stipulation of Contel and Staff, filed on June 25, 1990, was approved and accepted in all respects; and, 3) Contel was authorized to file revised tariffs, designed in conformity with the Order, which would produce additional annual revenues in the amount of $425,969. On January 13, 1991, an Application was filed on behalf of Contel for a rehearing. On January 24, 1991, Staff recommended that the Commission deny the rehearing. On April 5, 1991, the Docket was referred to the Court of Appeals.

90-032-U
National Communications Network

On March 6, 1990, National Communications Network filed an Application for a Certificate of Public Convenience and Necessity (CCN), to provide telecommunications services. On April 8, 1991, by Order No. 7, a public hearing was scheduled for August 27, 1991. On May 3, 1991, NCN filed a motion to withdraw its request for a CCN. On May 16, 1991, by Order No. 8, the hearing was canceled and the Docket was closed.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

90-111-U
GTE Southwest, Inc., and
Southwestern Bell Telephone Company

Staff petitioned the Commission to open a Docket and direct Southwestern Bell Telephone Company and GTE Southwest, Inc., to file an Application which would provide toll rate relief to the communities of England, Lonoke and Urbana. Approval was granted by Order No. 6 on February 28, 1991. Order No. 7, dated April 10, closed the Docket.

90-116-U
Contel System of Arkansas

Contel System of Arkansas (Contel System) sought to revise its depreciation rates through its filing in this Docket. With the exception of account 2215.1, Step-By-Step Switching, Contel System requested the depreciation rates approved in Docket No. 89-247-R. For account 2215.1, a depreciation rate of 20.7%, which would enable recovery of the investment in this account by the anticipated final retirement date of year-end 1995, was requested. Staff filed testimony recommending approval of the request and recommended that Contel System file an annual retirement status report on or before March 31. Order No. 3, issued November 21, 1990, approved the request. Order No. 4, issued January 9, 1991, closed the Docket.

90-121-U
Metromedia Communications Corporation

Metromedia Communications Corporation, an alternative operator service provider, filed an Application in this Docket for authority to provide intrastate services. Staff is currently reviewing the Application, and will make its recommendation based on the outcome of Docket No. 91-213-U.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

90-139-U
Cable & Wireless Communications, Inc.

A request for a Certificate of Public Convenience and Necessity (CCN) was filed by Cable & Wireless, Inc. on August 6, 1990. A public hearing was held on March 7, 1991, on the Application, which requested approval to provide intrastate interLATA telecommunications service. On March 8, 1991, Cable & Wireless, Inc. was granted a permanent CCN by Order No. 4 and the Docket was closed.

90-146-U
Coast International, Inc.

A request for a Certificate of Public Convenience and Necessity (CCN) was filed by Coast International, Inc. on August 13, 1991. A public hearing was held on March 7, 1991, on the Company's Application, which requested approval to provide intrastate interLATA telecommunications service. On March 8, 1991, Coast International, Inc. was granted a permanent CCN by Order No. 4 and the Docket was closed.

90-151-U
Arkansas Telephone Company

On August 30, 1990, Arkansas Telephone Company filed a Petition for Authority to Transfer Certain Losses Due to Plant Retirements into Account 1438 - Extraordinary Property Loss. On January 8, 1991, Order #2 was issued authorizing the transfer and the amortization of the loss over a five (5) year period ending June 30, 1995. Order No. 3, issued February 13, 1991, closed the Docket.

90-168-U
Dolphin Telecommunications Corporation

In this Docket, Dolphin Telecommunications Corporation (Dolphin) filed an Application for a Certificate of Public Convenience and Necessity (CCN) for authority to resell interstate and intrastate long

U Dockets (Cont'd.)

distance telephone service. On June 4, 1991, Staff filed testimony recommending approval of this Application. Order No. 2, issued July 26, 1991, granted Dolphin a CCN. Order No. 3 closed the Docket on August 28, 1991.

90-179-U
Network Services Group, Inc.

This Docket was established to address the request for a Certificate of Public Convenience and Necessity (CCN) by Network Services Group, Inc., to operate as a reseller of intrastate long distance service. On February 19, 1991, a CCN was granted. The Docket was closed by Order No. 6 on March 28, 1991.

90-198-U
Convergent Communications, Inc.

This Docket was established to address the Application of Convergent Communications, Inc., for a Certificate of Public Convenience and Necessity (CCN). A public hearing was held on March 7, 1991. Order No. 4, dated March 8, 1991, granted Convergent Communications, Inc., a permanent CCN and closed the Docket.

90-202-U
LDDS of Arkansas, Inc., and Telephone Connections, Inc.

An Application for the sale of assets by Telephone Connections, Inc., (TCI) to LDDS of Arkansas (LDDS) was filed in this Docket on November 19, 1991. The joint applicants requested that the Commission cancel the interim Certificate of Public Convenience and Necessity (CCN) issued to TCI in Docket No. 86-185-U. The Application for sale of assets was approved by the Commission on December 4, 1990, and the parties were ordered to notify the Commission of the closing of the proposed transaction. On February 28, 1991, LDDS notified the Commission that the sales transaction had been completed, and that LDDS is now the sole owner of the assets of TCI. On March 4, 1991, this Docket was closed.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

90-204-U
Northwest Arkansas RSA Limited Partnership

In this Docket, Northwest Arkansas RSA Limited Partnership filed an Application for a Certificate of Public Convenience and Necessity (CCN) for authority to construct and operate the wireline cellular radio telephone system in the Arkansas Rural Statistical Area (RSA) 1 - Madison County. Staff filed testimony on December 11, 1990, recommending that an interim CCN be granted until such time as the initial tariffs could be filed and approved. An interim CCN was granted on December 19, 1990, by Order No. 4. On April 12, 1991, Staff filed testimony recommending approval of a permanent CCN because Act 1037 of the 78th General Assembly amended Arkansas Code Ann. Section 23-1-101(4) by adding a new subdivision to exclude cellular telecommunications service from regulation. An approval Order was issued on July 29, 1991, granting a permanent CCN. A Petition for Amended and Expanded CCN was filed on August 1, 1991, to include a cell site in Eureka Springs, Arkansas. Staff testimony was filed on August 2, 1991, recommending approval of the Petition. Order No. 5, issued August 6, 1991, granted an Amended and Expanded CCN. Order No. 6 closed the Docket on September 10, 1991.

90-207-U
C.I.S. of Pine Bluff, Inc.

C.I.S. of Pine Bluff, Inc., (Company) a provider of cellular mobile service, filed an Application which requested authority to grant a mortgage on certain real property. Staff evaluated the Company's request and filed testimony recommending approval. Order No. 2, issued January 7, 1991, granted the request. Order No. 3, issued February 14, 1991, closed the Docket.

90-220-U
Econo-Line, Inc. and LDDS of Arkansas, Inc.

Econo-Line, Inc., filed an Application requesting authority to sell its assets to LDDS of Arkansas, Inc. Order No. 2, dated January 15,

U Dockets (Cont'd.)

1991, approved the sale of Econo-Line, Inc. assets to LDDS of Arkansas, Inc. Order No. 3, dated April 23, 1991, closed the Docket.

90-227-U
Lavaca and Southwestern Bell Telephone Companies

Lavaca Telephone Company and Southwestern Bell Telephone Company filed a joint petition on December 19, 1990, requesting authorization to change the interconnecting points of their toll facilities. The changes in their Certificates of Convenience and Necessity were approved on February 26, 1991, by Order No. 3. The Docket was closed by Order No. 2 on April 10, 1991.

91-004-U
Northern Arkansas Telephone Company

Northern Arkansas Telephone Company (Company) sought to revise the depreciation rates for accounts impacted by the upgrade of the Company's telephone network. Specifically, the Company requested new depreciation rates be established for accounts 2215.01 COE Switch Exchange, 2215.02 COE Switch CMA Trunk, 2411.00 Pole Lines, 2421.01 Aerial Cable, and 2431 Aerial Wire. Staff recommended the Company segregate the retiring plant and associated accumulated depreciation balances for these accounts from the plant remaining in service and establish separate depreciation rates for the retiring plant balances. Staff also recommended the Company file a report annually detailing the activity associated with the retiring plant balances. In a Stipulation introduced at the hearing on June 2, 1991, the Company agreed to accept all of Staff's recommendations. Order No. 4, issued August 5, 1991, approved the Stipulation and the rates referenced therein. Order No. 5, issued September 18, 1991, closed the Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-008-U
Ark-Tel, Inc.

On January 16, 1991, Ark-Tel, Inc., D/B/A Call America, filed an Application to acquire assets of ACQ-Tel. On April 17, 1991, approval was granted and the Docket was closed on May 30, 1991.

91-021-U
Fayetteville MSA Limited Partnership

On January 31, 1991, Fayetteville MSA Limited Partnership, d/b/a Contel Cellular of Arkansas, filed a Petition for an amended and expanded Certificate of Public Convenience and Necessity (CCN) to construct and operate a cellular mobile radio telecommunications system in the Pond Mountain and Siloam Springs cell sites. Testimony recommending approval of the Petition was filed on July 19, 1991. An approval Order was issued on August 13, 1991, granting an amended and expanded CCN, and the Docket was closed on October 4, 1991.

91-022-U
Northwest Arkansas RSA Limited Partnership

On February 4, 1991, Northwest Arkansas RSA Limited Partnership filed an Application requesting a Certificate of Public Convenience and Necessity to construct and operate a cellular mobile radio telecommunications system in Arkansas Rural Statistical Area 8. On June 10, 1991, Staff filed testimony recommending approval. Order No. 3 granted the Certificate on September 4, 1991, and the Docket was closed on October 8, 1991.

91-026-U
Magazine Telephone Company

Magazine Telephone Company (Company) filed an Application requesting authorization to execute evidences of indebtedness for the acquisition of plant and equipment. The Staff evaluated the Company's request and filed testimony recommending approval. Order No. 2, issued

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

March 15, 1991, granted the request. Order No. 3, issued May 7, 1991, closed the Docket.

91-039-U
Little Rock Cellular Partnership

Little Rock Cellular Partnership, which is currently authorized to provide cellular service in the Little Rock-North Little Rock MSA, requested to provide service on an interim basis in the Garland RSA. Approval was granted by the FCC, and on May 20, 1991, the Commission granted the partnership an interim Certificate of Public Convenience and Necessity to provide such service. FCC approval is interim, pending the outcome of the cellular territory lottery to be held at a later date. Therefore, Staff recommended that this CCN be granted on an interim basis, since FCC approval to serve this area may be withdrawn at a later date.

91-046-U
LDDS of Arkansas, Inc.

On February 26, 1991, an Application was filed by LDDS of Arkansas, Inc., to acquire the assets of TRI-J Enterprises, Inc., D/B/A National Telecommunications, and for approval of TRI-J to abandon its Certificate of Public Convenience and Necessity and to cease to provide telecommunications service. Approval was granted by Order No. 2 on April 17, 1991, and the Docket was closed on June 12, 1991, by Order No. 3.

91-066-U
Excel Telecommunications, Inc.

On March 18, 1991, Excel Telecommunications, Inc., (Excel) filed an Application for a Certificate of Public Convenience and Necessity, requesting authority to operate as a reseller of telecommunications services in Arkansas. On October 11, 1991, Staff filed testimony recommending approval. Order No. 2, issued on November 13, 1991, granted the CCN.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-075-U
Westel, Inc.

On March 25, 1991, Westel, Inc., filed an Application requesting both a Certificate of Public Convenience and Necessity (CCN) to provide telecommunications services within the State of Arkansas and designation as a Class K Carrier. Staff testimony was filed recommending approval. Order No. 2 approved the Application and the Docket was closed by Order No. 3 on August 26, 1991.

91-085-U
In the Matter of Bylaws of Arkansas One-Call System, Inc.

On April 3, 1991, Arkansas One-Call System, Inc. (One-Call) filed a letter application requesting that its amended bylaws be approved by the Commission. On May 16, 1991, Staff recommended that the proposed amended bylaws be approved in their entirety. On June 12, 1991, Staff filed a Memorandum contending that a rulemaking proceeding was not warranted in this instance inasmuch as the proposed bylaw changes did not fall within the definition of a rule by reference to Rule 12.02 of the Commission's Rules of Practice and Procedure. On June 24, 1991, One-Call filed a Response concurring with the Staff's position. On October 9, 1991, by Order No. 2, the designated Administrative Law Judge approved the proposed amended bylaws, found that a rulemaking proceeding was not required to address the proposed amendments to One-Call's bylaws but directed that a copy of his order and the amended bylaws be sent to the Arkansas Legislative Council and Secretary of State.

91-088-U
Contel of Arkansas, Inc.

On April 15, 1991, an Application was filed by Contel of Arkansas, Inc., requesting authorization to sell public utility plant and property which are used in the provision of interexchange transmission services to the various interexchange companies. On July 18, 1991, Staff filed testimony recommending approval of this application. On August

U Dockets (Cont'd.)

16, 1991, Order No. 2 granted approval. The Docket was closed on October 7, 1991, by Order No. 3.

91-089-U
Century Cellunet of Southwest Arkansas

In this Docket, Century Cellunet of Southwest Arkansas Cellular Limited Partnership (Century) filed an Application for a Certificate of Public Convenience and Necessity (CCN) for authority to construct and operate the wireline facilities for the provision of cellular mobile radio telecommunications service in the Arkansas Rural Statistical Area Number 11 (RSA 11). On May 17, 1991, Century filed a Supplement to the Application. Staff filed testimony on May 24, 1991, and a hearing was held on June 5, 1991. Order No. 3, issued June 14, 1991, granted Century a CCN to construct and operate the wireline facilities in the RSA 11. Order No. 4 closed the Docket on July 29, 1991.

91-090-U
Century Cellunet of Arkansas

In this Docket, Century Cellunet of Arkansas Cellular Limited Partnership (Century) filed an Application for a Certificate of Public Convenience and Necessity (CCN) for authority to construct and operate the wireline facilities for the provision of cellular mobile radio telecommunications service in the Arkansas RSA 12. On May 17, 1991, Century filed a Supplement to the Application. On May 24, 1991, Staff filed testimony recommending approval of the Application. A hearing was held on June 5, 1991. Order No. 3, issued June 14, 1991, approved the request for a CCN and the Docket was closed on July 29, 1991, by Order No. 4.

91-091-U
Century Cellunet of North Arkansas Cellular Limited Partnership

In this Docket, Century Cellunet of North Arkansas Cellular Limited Partnership (Century) filed an Application requesting a Certificate of Public Convenience and Necessity (CCN) in order to

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

construct and operate the wireline facilities necessary to provide cellular mobile radio telecommunications service in the Arkansas Rural Statistical Area Numbers (RSA) 2 and 3. Staff filed testimony on October 1, 1991, recommending that Century be granted a CCN to operate in RSA 2 and 3. Order No. 2, issued October 11, 1991, granted the CCNs to Century. Order No. 3, issued November 20, 1991, closed the Docket.

91-095-U
Cross Communications, Inc.

On April 16, 1991, Cross Communications, Inc., filed an Application requesting a Certificate of Public Convenience and Necessity in order to provide cellular service in Arkansas 5 - Cross Rural Statistical Area. Staff filed testimony on August 15, 1991, recommending approval. Order No. 2, issued on August 30, 1991, granted the Certificate. The Docket was closed on October 8, 1991, by Order No. 3.

91-096-U
Sam T. Gore, Jr.

On April 16, 1991, Sam T. Gore, Jr., filed an Application requesting a Certificate of Public Convenience and Necessity (CCN) in order to provide cellular mobile radio telecommunications service in Rural Statistical Area (RSA) No. 2 - Marion. On July 2, 1991, a supplement to the Application was filed to substitute Arkansas Cellular Limited Partnership as the applicant. On August 14, 1991, Staff filed testimony recommending approval. Order No. 3, issued August 30, 1991, granted the motion to substitute Arkansas Cellular Limited Partnership as the applicant and granted a CCN to construct and operate a cellular mobile radio telecommunications system in RSA 2. On October 8, 1991, the Docket was closed by Order No. 4.

91-111-U
Americall Systems of Louisville

In this Docket, Americall systems of Louisville (Company) filed its Application requesting a Certificate of Public Convenience and

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

Necessity (CCN) in order to provide telecommunications services in Arkansas. Testimony was filed by Staff on September 11, 1991, recommending that a CCN be granted. On December 3, 1991, the Company filed a Motion for Continuance. Order No. 4 granted this Motion.

91-116-U
Southwestern Bell Telephone Company and Contel of Arkansas

A Joint Application was filed by Southwestern Bell Telephone Company and Contel of Arkansas in this Docket. The Application requested amendment of the Certificates of Convenience and Necessity (CCN) of both companies and a rearrangement of their joint toll facilities.

A hearing was conducted and on June 27, 1991, Order No. 4 was issued authorizing the change in the respective CCN's in accordance with the joint toll rearrangements. Order No. 5, issued August 27, 1991, closed the Docket.

91-123-U
Air Communications Cleburne, Inc.

On May 20, 1991, Air Communications Cleburne, Inc. (Air Communications) filed an Application requesting a Certificate of Public Convenience and Necessity in order to construct and operate a cellular radio telecommunications system in the Arkansas Rural Statistical Area (RSA) No. 6 - Cleburne. On July 2, 1991, Air Communications filed a Joint Motion to Substitute Arkansas Cellular Limited Partnership as Applicant and for Authority to Create Liens. On August 14, 1991, Staff filed testimony recommending approval. On August 23, 1991, Order No. 2 granted the request and the Docket was closed on October 4, 1991, by Order No. 3.

91-124-U
East Arkansas Cellular Telephone Corporation

On May 21, 1991, East Arkansas Cellular Telephone Corporation (Company) filed an Application for authority to provide cellular mobile

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

radio telecommunications service in the Arkansas Rural Statistical Area (RSA) No. 4 - Clay. On June 24, 1991, the Company filed an Application for authority to create liens. On August 27, 1991, Staff filed testimony recommending approval. On September 3, 1991, Order No. 2 granted approval. The Docket was closed by Order No. 3, on October 8, 1991.

91-125-U
Campbell Cellular Company, L.P.

Campbell Celluiar Company, L.P., (Company) filed an Application on May 21, 1991, requesting a Certificate of Public Convenience and Necessity to construct and operate a cellular radio telecommunications system in the Arkansas Rural Statistical Area (RSA) No. 8 - Franklin. On July 2, 1991, the Company filed a Joint Motion requesting approval to Substitute Arkansas Cellular Limited Partnership as Applicant and for authority to create liens. On August 14, 1991, Staff filed testimony recommending approval of both the request to construct and operate a cellular radio telecommunications system in RSA 8 and the request to create liens. Order No. 2, issued on August 23, 1991, granted approval, and the Docket was closed on October 4, 1991, by Order No. 3.

91-126-U
Prairie Cellular of Arkansas, Inc.

On May 22, 1991, Prairie Cellular of Arkansas, Inc. (Prairie Cellular) filed an Application requesting both a Certificate of Public Convenience and Necessity and authority to construct and operate a cellular radio telecommunications system in the Arkansas Rural Statistical Area (RSA) No. 7 - Pope. On July 2, 1991, Prairie Cellular filed a Joint Motion to Substitute Arkansas Cellular Limited Partnership as Applicant and for Authority to Create Liens. On August 14, 1991, Staff filed testimony recommending approval. On August 23, 1991, Order No. 2 granted approval and the Docket was closed by Order No. 3 on October 4, 1991.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-147-U
Northern Arkansas Telephone Company

On June 14, 1991, Northern Arkansas Telephone Company filed an Application for a Certificate of Public Convenience and Necessity to serve an unallocated area. On July 24, 1991, an amended legal description for Lead Hill Exchange Area "B" was filed by Northern Arkansas Telephone Company. This Docket is pending before the Commission.

91-153-U
Southwestern Bell Telephone Company

Southwestern Bell Telephone Company (Company) requested authority to revise the depreciation rates for accounts 2215.10 Step-By-Step Switching and 2215.20 Crossbar Switching. The Company proposed that it be allowed to replace the annual depreciation accruals for those accounts with a six-year amortization of the net investment. Staff recommended the Company's request be approved. Staff also recommended the Company be ordered to file an annual report detailing the plant investment, annual retirements, the estimated retirement years, and the actual retirement years. Order No. 3, issued September 4, 1991, approved Staff's recommendations. Order No. 4, issued October 7, 1991, closed the Docket.

91-155-U
Telecom Technology Network, Inc.

On June 24, 1991, Telecom Technology Network, Inc., (the Company) filed a Petition for Ruling on Arkansas Law Regarding Certificates of Convenience and Necessity. The Petition stated that the Company is not a facilities-based carrier and requested a ruling on whether the Company is required to apply for and receive a CCN to operate in Arkansas. On June 27, 1991, by Order No. 1, the Commission designated an Administrative Law Judge to preside in this Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-157-U
American Telephone Network, Inc.

On June 25, 1991, American Telephone Network, Inc., (Company) filed a Petition for Ruling on Arkansas Law Regarding Certificates of Convenience and Necessity. The Petition stated that the Company is not a facilities-based carrier and requested a ruling on whether the Company is required to apply for a CCN to operate in Arkansas. On June 27, 1991, by Order No. 1, the Commission designated an Administrative Law Judge to preside in this Docket.

91-163-U
Mountain Home Telephone Company

On September 12, 1991, an Application for Mountain Home Telephone Company (Mountain Home) and Century Telephone Company of Arkansas, Inc. (Century) was filed requesting approval to provide joint toll facilities and for the issuance of Certificates of Public Convenience and Necessity. On October 3, 1991, a Petition to Intervene was filed by Alltel Telephone Company (Alltel). Order No. 2, issued October 12, 1991, granted Alltel's Petition. On September 3, 1991, a Motion to Withdraw was filed by Mountain Home. On October 7, 1991, testimony was filed by the Staff. This Docket is pending before the Commission.

91-166-U
Northern Arkansas Telephone Company

Northern Arkansas Telephone Company filed an Application on July 2, 1991, requesting a Certificate of Public Convenience and Necessity to reroute its toll through the Lead Hill exchange. On November 13, 1991, the Staff filed testimony recommending approval. Order No. 4, issued December 5, 1991, granted Northern Arkansas Telephone Company a Certificate of Convenience and Necessity to reroute their toll facilities and modified their Certificate of Convenience and Necessity accordingly.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-178-U
Fayetteville MSA Limited Partnership

On July 17, 1991, Fayetteville MSA Limited Partnership filed a Petition to Expand its Certificate of Public Convenience and Necessity (CCN) to construct and operate its system in the CGSA territory which includes the Bella Vista cell site. Staff testimony was filed July 25, 1991, recommending approval of the Application to amend and expand the current CCN. Order No. 2, issued on August 6, 1991, granted approval. Order No. 3, dated September 10, 1991, closed the Docket.

91-181-U
Phoenix Network, Inc.

Phoenix Network, Inc., (Phoenix) a long distance reseller, filed an Application for a Certificate of Public Convenience and Necessity on July 18, 1991. A Staff investigation revealed that Phoenix had been providing uncertificated intrastate service for several months. On October 21, 1991, Phoenix was ordered to cease and desist from providing unauthorized intrastate telecommunications service. The Company was also ordered to refund with interest all amounts collected for the provision of intrastate services. Phoenix has begun refunding those amounts, but a final report on the status of the refunds has not yet been received.

91-190-U
Arkansas-12 Cellular Corporation

Arkansas-12 Cellular Corporation filed an Application for a Certificate of Public Convenience and Necessity on August 1, 1991, for authority to construct and operate a cellular mobile radio telecommunication system in Arkansas Rural Service Area (RSA) - 12. Staff filed testimony on August 15, 1991, recommending approval. Order No. 2, issued on August 22, 1991, granted approval. Order No. 3, issued on October 4, 1991, closed the Docket.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-200-U
Madison County Telephone Company

Madison County Telephone Company (Company) filed a request to revise its depreciation rates in accordance with the streamlined filing requirements set forth in Rule 9.15. of the Commission's Rules of Practice and Procedure. The Company later filed an amendment to its Application to correct deficiencies in the initial Application. After reviewing the Application and the amendment, Staff determined that the request was in compliance with the requirements of Rule 9.15. and recommended approval. In Order No. 2, issued September 19, 1991, the Administrative Law Judge approved the Company's request. Order No. 3, issued October 24, 1991, closed the Docket.

91-202-U
WATS/800, Inc.

On August 19, 1991, WATS/800, Inc. filed an Application for a Certificate of Public Convenience and Necessity (CCN) to operate as a reseller of interexchange telecommunications services in Arkansas. Testimony recommending the granting of a CCN was filed by Staff on October 4, 1991. Commission Order No. 2, issued on October 8, 1991, granted a CCN and the Docket was closed on November 20, 1991, by Order No. 3.

91-204-U
Arkansas Public Service Commission

This Docket was established by the Arkansas Public Service Commission (APSC) on August 22, 1991, to consider alternatives to traditional rate of return regulation. A hearing is scheduled for April 28, 1992.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-205-U
Four T's, Inc.

On August 22, 1991, Four T's, Inc, filed an Application for a Certificate of Public Convenience and Necessity (CCN) to resell cellular radio telecommunications services in the Little Rock Cellular Geographic Service Area. On September 19, 1991, Staff filed testimony recommending that the Application for a CCN be approved. Approval was granted on November 4, 1991, by Order No. 3.

91-212-U
WilTel, Inc.

On September 3, 1991, WilTel, Inc., (WilTel) filed an Application requesting a Certificate of Public Convenience and Necessity to transact the business of a reseller of interexchange telecommunications services in Arkansas as a Class K Carrier. Staff testimony was filed November 20, 1991, recommending: 1) that WilTel be granted a permanent CCN; 2) that tariffs filed on September 3, 1991, be approved; and, 3) that the Company be directed to file its intrastate minutes of use with the Arkansas Intrastate Carrier Common Line Pool (AICCLP). On December 13, 1991, Order No. 2 granted a CCN, approved the tariffs, and directed WilTel to file its intrastate minutes of use with the AICCLP.

91-213-U
Quest Communications Corporation

In this Docket, Quest Communications Corporation, a provider of alternative operator services, requested authority to provide intrastate services. A hearing on this Application is scheduled for February 25, 1992.

91-215-U
Affinity Fund, Inc.

In this Docket, Affinity Fund, Inc., (Affinity) requested authority to provide intrastate services. Prior to its Application, which filed on

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

September 5, 1991, Affinity had begun providing intrastate service. Affinity agreed to refund all amounts collected for intrastate service. Consideration of Affinity's Application is suspended pending completion of refunds.

91-216-U
Walnut Hill Cellular Telephone Company

On September 6, 1991, Walnut Hill Cellular Telephone Company filed an Application for a Certificate of Public Convenience and Necessity to construct and operate a cellular mobile radio telecommunications system in the Arkansas Rural Statistical Area (RSA) 9B-Polk, Market No. 332. Staff testimony was filed on September 20, 1991, recommending approval. A CCN was granted on October 7, 1991, by Order No. 2.

91-218-U
Prairie Grove Telephone Company

On September 6, 1991, Prairie Grove Telephone Company (Company) filed an Application requesting authority to transfer certain losses due to plant retirements into account 14393 Extraordinary Property Retirement. The Company sought to amortize those losses over a five-year period. The retirements were associated with the replacement of its mobile telephone terminal equipment. Staff filed testimony recommending that the Company's request be denied, and that a new depreciation rate be established for account 2212.7 Mobile Telephone equipment that would enable the Company to recover its investment over its remaining life. On December 4, 1991, the Company filed an amended Application incorporating Staff's recommendations. Order No. 3, issued December 19, 1991, approved the Company's amended Application.

91-219-U
GTE Southwest, Inc.

On September 11, 1991, GTE Southwest, Inc., (GTE) filed an Application requesting revised depreciation rates for its various classes of plant. The revisions in the depreciation rates were supported by a

U Dockets (Cont'd.)

detailed depreciation study. The Staff reviewed the Application, testimony, and supporting work papers associated with GTE's request and filed testimony recommending approval of the depreciation rates as requested. Order No. 3, issued December 12, 1991, approved the revised depreciation rates.

91-221-U
Global Telcoin, Inc.

On September 13, 1991, Global Telcoin, Inc., (Global) filed an Application for a Certificate of Public Convenience and Necessity to operate as a reseller of interexchange telecommunications services in Arkansas. On November 27, 1991, Staff filed testimony recommending that Global be granted a permanent CCN and that tariffs be approved. Order No. 2, issued January 14, 1992, granted Global a CCN.

91-222-U
Automated Coin Call, Inc.

In this Docket, Automated Coin Call, Inc., requested authority to provide intrastate long distance and operator services. An order regarding this Application has not been issued.

91-223-U
Long Distance Savers

On September 13, 1991, Long Distance Savers, Inc., filed an Application for a Certificate of Public Convenience and Necessity to resell long distance services in Arkansas. Commission action on this Docket is pending.

91-227-U
GTE Southwest, Inc.

GTE Southwest, Inc., filed an Application requesting authority to issue and sell up to a maximum amount of $125,000,000 in first mortgage bonds. The Staff reviewed the Application and filed testimony

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

recommending approval. Order No. 3, issued November 8, 1991, granted the Company's request.

91-230-U
National Telephone Communications, Inc.

On September 26, 1991, National Telephone Communications, Inc., filed an application for a Certificate of Public Convenience and Necessity to operate as a reseller of interexchange services in Arkansas. Commission action on this Docket is pending.

91-231-U
Century Telephone Of Arkansas

On September 27, 1991, Century Telephone of Arkansas (Company) filed an Application seeking approval of amortization schedules for accounts 2215.1 Electromechanical Switching, 2232.1 Analog Circuit Equipment, and 2431.1 Aerial Wire. The Company noted in its Application and testimony that substantial changes in the retirement forecasts had occurred since its depreciation rates were prescribed. The Company proposed that it be allowed to amortize the unrecovered portion of these accounts in addition to the annual depreciation accruals. Upon completion of its review, Staff filed testimony recommending the Company's request be denied and new depreciation rates be established for these accounts. Staff indicated that its recommended depreciation rates would enable the Company to recover its investment over the remaining life of the assets. Order No. 3, issued December 17, 1991, approved the depreciation rate changes recommended by Staff.

91-232-U
Mountain Home Telephone Company

On September 27, 1991, Mountain Home Telephone Company (Company) filed an Application seeking approval of amortization schedules for accounts 2211.1 Analog Electronic Switching, 2215.1 Electromechanical Switching, 2231.2 Other Radio Facilities - Microwave, 2232.1 Analog Circuit Equipment, and 2431.1 Aerial Wire. The

U Dockets (Cont'd.)

Company noted in its Application and testimony that substantial changes in the retirement forecasts had occurred since its depreciation rates were prescribed. The Company proposed that it be allowed to amortize the unrecovered portion of these accounts in addition to the annual depreciation accruals. Upon completion of its review, Staff filed testimony recommending the Company's request be denied and new depreciation rates be established for these accounts. Staff indicated that its recommended depreciation rates would enable the Company to recover its investment over the remaining life of the assets. Order No. 3, issued December 17, 1991, approved the depreciation rate changes recommended by Staff.

91-233-U
Union Telephone Company

On September 27, 1991, Union Telephone Company (Company) filed an Application seeking approval of amortization schedules for accounts 2215.1 Electromechanical Switching, 2231.2 Other Radio Facilities - Microwave, 2232.1 Analog Circuit Equipment, and 2431.1 Aerial Wire. The Company noted in its Application and testimony that substantial changes in the retirement forecasts had occurred since its depreciation rates were prescribed. The Company proposed that it be allowed to amortize the unrecovered portion of these accounts in addition to the annual depreciation accruals. Upon completion of its review, Staff filed testimony recommending the Company's request be denied and new depreciation rates be established for these accounts. Staff indicated that its recommended depreciation rates would enable the Company to recover its investment over the remaining life of the assets. Order No. 3, issued December 17, 1991, approved the depreciation rate changes recommended by Staff.

91-237-U
Arkansas-12 Cellular Corporation

On October 1, 1991, Arkansas-12 Cellular Corporation (Company) requested authority to issue notes and other evidences of indebtedness and to create liens against its property. The Staff evaluated the Company's

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

request and filed testimony recommending approval. Order No. 1, issued October 10, 1991, granted the request. Order No. 2, issued November 19, 1991, closed the Docket.

91-254-U
International Telecommunications Exchange Corporation

International Telecommunications Exchange Corporation filed an Application for a Certificate of Public Convenience and Necessity on October 17, 1991, requesting authority to provide long distance telecommunication services in Arkansas. Staff testimony was filed on December 6, 1991, recommending approval. An Order granted the request on December 16, 1991.

91-261-U
Yelcot Telephone Company

On October 29, 1991, Yelcot Telephone Company (Company) filed an Application seeking approval of amortization schedules for accounts 2215 Electromechanical Switching and 2212 Digital Electronic Switching. The Company noted in its Application and testimony that substantial changes in the retirement forecasts had occurred since its depreciation rates were prescribed. The Company proposed that it be allowed to amortize the unrecovered portion of these accounts in addition to the annual depreciation accruals. Staff filed testimony recommending the Company's request be denied and new depreciation rates be established for these accounts. Staff indicated that its recommended depreciation rates would enable the Company to recover its investment over the remaining life of the assets. This Docket is pending, awaiting a final order.

91-265-U
Arkansas-12 Cellular Corporation

On November 4, 1991, Arkansas-12 Cellular Corporation (Company) filed an Application for authority to issue stock and notes. The Staff evaluated the Company's request and filed testimony

U Dockets (Cont'd.)

recommending approval. Order No. 2, issued November 22, 1991, approved the Application.

91-272-U
BSN Telcom Company

On November 12, 1991, an Application for a Certificate of Public Convenience and Necessity was filed by BSN Telcom Company. At this time, no recommendation has been made on the Application.

91-279-U
Alternate Communications Technology, Inc.

On November 26, 1991, Alternate Communications Technology, Inc., filed an Application for a Certificate of Public Necessity and Convenience to provide telecommunications services in Arkansas. Commission action is pending on this Docket.

91-292-U
GTE of Arkansas, Inc.

On December 5, 1991, GTE of Arkansas, Inc. filed an Application requesting approval of new depreciation rates for its various classes of property. Accompanying its Application were testimony and a detailed depreciation study. The Application is pending before the Commission.

91-295-U
Memphis SMSA Limited Partnership

In this Docket, Memphis SMSA Limited Partnership requested authority to provide cellular telephone service to one or more cellsites in Crittenden County, Arkansas, which is part of the Memphis Metropolitan Statistical Area. The Application is pending before the Commission.

Section 8.
Telecommunications Industry Summary

U Dockets (Cont'd.)

91-296-U
Affinity Network, Inc.

In this Docket, Affinity Network, Inc., requested authority to resell intrastate long distance service in Arkansas. The Application is pending before the Commission.

91-297-U
Litel Telecommunications Corporation

Litel Telecommunications Corporation filed this Application on December 9, 1991, requesting a Certificate of Public Convenience and Necessity to operate as a Class K reseller of competitive telecommunications services in Arkansas. Commission action is pending on this Docket.

91-304-U
One Call Communications, Inc. d/b/a Opticom

In this Docket, One Call Communications, d/b/a Opticom, filed an Application requesting authority to provide intrastate long distance service in Arkansas. Commission action is pending on this Docket.

TF Dockets

88-200-TF
GTE Southwest, Inc.

GTE Southwest, Inc., (GTE) filed a proposed tariff which provided an optional short haul toll plan between Cabot, Jacksonville, Sherwood, and Little Rock. The tariff was approved on a trial basis and the Docket remained open to collect data, evaluate revenue, and determine the economic feasibility of the plan. On February 8, 1991, tariffs filed by GTESW on December 19, 1988, were approved by Order No. 6. Order No. 7 closed the Docket on March 25, 1991.

TF Dockets (Cont'd.)

90-129-TF
Southwestern Bell Telephone Company

In this Docket, Southwestern Bell Telephone Company (SWB) filed tariffs to introduce Coinless Local Exchange Service. Approval of the new service would have allowed the connection of customer-provided coinless instruments to the public switched network. Since the issue of customer-owned coinless telephones had not previously been addressed by this Commission, Staff filed testimony on August 21, 1990, recommending suspension of the tariff to allow for further Commission review. A public hearing was scheduled for November 19, 1990.

Staff's position in testimony filed on November 2, 1990, was that, other than the mode of payment, customer-owned coinless telephones are no different from customer-provided coin instruments and the tariff filed in this Docket should not be approved.

On December 3, 1990, the Commission entered Order No. 1 in Docket No. 90-209-U which established a generic proceeding to determine whether it is in the public interest to authorize customer-provided coinless instruments in Arkansas. The Order also held in abeyance all proceedings in Docket No. 90-129-TF, pending the outcome in Docket No. 90-209-U. On May 22, 1991, Order No. 8 in this Docket disapproved the tariff filing. Once Docket No. 90-209-U is resolved, SWB may file a tariff which conforms with the decision in that Docket. Order No. 9, issued on August 28, 1991, closed this Docket.

90-159-TF
Contel of Missouri (Arkansas), Inc.

With this filing, Contel of Missouri, which serves approximately 954 customers in Arkansas, proposed to replace Contel's current Arkansas Tariff in its entirety. As a result of Missouri Docket No. TF-89-106, Contel of Missouri agreed to decrease local service rates by approximately $2,000,000. In order for Contel of Missouri's Arkansas customers to gain the benefit of this local service rate reduction, the Company filed the new rates for approval by the Arkansas Commission. The proposed tariffs also removed obsolete material and updated the tariffs where necessary to assure continued compliance with current

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

General Service Rules. On December 18, 1990, the Commission issued an Order approving both the reduced rates and the new tariff language. Order No. 3, issued January 23, 1991, closed this Docket.

90-185-TF
Yell County Telephone Company

Yell County Telephone Company filed this tariff to introduce 700/900 Call Restriction, a central office feature that allows both business and residential customers to restrict outgoing 700 and 900 prefix calls from being placed over a customer's exchange access line(s). The service is available free of charge to residential customers, churches, schools, and charitable organizations. Business customers may subscribe to the service for a non-recurring charge of $7.60. The tariff was approved on November 9, 1990. On January 3, 1991, Order No. 2 closed this Docket.

90-186-TF
South Arkansas Telephone Company

South Arkansas Telephone Company filed this tariff to introduce 700/900 Call Restriction, a central office feature that allows both business and residential customers to restrict outgoing 700 and 900 prefix calls from being placed over a customer's exchange access line(s). The service is available free of charge to residential customers, churches, schools, and charitable organizations. Business customers may subscribe to the service for a non-recurring charge of $2.00. The tariff was approved on November 9, 1990, and the Docket was closed by Order #2 on January 2, 1991.

90-187-TF
South Arkansas Telephone Company

In this Docket, South Arkansas Telephone Company (Company) proposed to implement a charge for directory assistance. Even though Southwestern Bell charges the Company for providing directory assistance to South Arkansas' customers, South Arkansas has not charged its

TF Dockets (Cont'd.)

customers for using the service. By implementing a charge for the service, only those customers who actually use the service pay for it. The tariff provides for three direct dialed directory assistance calls per access line per month at no charge, with a charge of $0.25 per call thereafter. Operator assisted, credit card, or third party charge calls are to be billed at a $0.40 per call rate. This tariff was approved on November 28, 1990. Order No. 2 closed this Docket on January 3, 1991.

90-189-TF
GTE Southwest, Inc.

Revisions to the Texas General Exchange tariff were filed pursuant to APSC Docket No. U-2985, in which GTE Southwest, Inc., was instructed to file with this Commission all amendments, additions, or deletions to individual offerings in the Texas General Exchange Tariff that affect Texarkana, Arkansas, customers. The revised tariffs introduced a new Smart Call feature called "Smart Ring", which allows distinctive ringing to be applied to an individual line; established 900 Call Restriction as an offering to residence and business single party local exchange service customers; and revised 976 Call Restriction. The tariff was approved on November 15, 1990, and the Docket was closed by Order No. 2 on January 2, 1991.

90-191-TF
AT&T Communications of the Southwest, Inc.

The purpose of this tariff was to restructure the Arkansas 1.544 Mbps Digital Service Tariff in a similar format as the current AT&T Communications of the Southwest, Inc., F.C.C. No. 9/11 Interstate Tariff. The tariff was approved on November 6, 1990, and the Docket was closed on January 3, 1991, by Order No. 2.

90-192-TF
Southwestern Bell Telephone Company

With this tariff filing, Southwestern Bell Telephone Company introduced Common Line 800 Service, which provides for the termination

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

of 800 service calls to local exchange service facilities rather than Wide Area Telecommunications Service ("WATS") access lines. The tariff was approved on November 19, 1990. On January 2, 1991, Order No. 2 closed this Docket.

90-199-TF
Contel System of Arkansas, Inc.

Contel System of Arkansas, Inc. filed this tariff to include the rates and conditions associated with Direct Inward Dialing Service (DID). DID permits incoming calls from the exchange network to reach a specific number within a customer system without the assistance of an attendant. This tariff was approved on December 13, 1990. Order No. 2, issued January 18, 1991, closed the Docket.

90-201-TF
AT&T Communications of the Southwest, Inc.

On November 27, 1990, AT&T Communications of the Southwest, Inc., filed tariffs proposing to introduce 56/64 Kbps (kilobits per second) Switched Digital Service. The new service offers customers a dialable digital service capable of switching simultaneous two-way transmission of 56 or 64 Kbps of data, depending on the capability provided by the access lines. On December 12, 1990, the Commission issued an Order approving the proposed tariffs. Order No. 2, issued January 22, 1991, closed the Docket.

90-208-TF
AT&T Communications of the Southwest, Inc.

In this Docket, AT&T Communications of the Southwest, Inc., (AT&T) introduced 56/64 Kbps Switched Digital Service. The new service offers a customer dialable digital service capable of switching simultaneous two-way transmission at either 56 or 64 kilobits per second of data, depending on the capability provided by the access lines. The service consists of a common user digital network which is furnished between designated AT&T central offices for service within the state.

TF Dockets (Cont'd.)

This tariff was approved on December 12, 1990. The Docket was closed on January 17, 1991, by Order No. 2.

90-210-TF
Lavaca Telephone Company

On December 4, 1990, Lavaca Telephone Company requested approval in this Docket to provide the Emergency Number Service (911) to Sebastian County. The Commission disapproved sheets 4, 5, and 10, and approved all other sheets in this tariff by Order No. 1, dated December 20, 1990. Order No. 2, issued January 23, 1991, closed the Docket.

90-211-TF
ALLTEL Arkansas, Inc.

With this tariff filing, ALLTEL Arkansas, Inc. requested that it be allowed to convert the Berryville and Fordyce exchanges to exchange-wide one-party service beginning in 1991. The tariff was approved on January 25, 1991. Order No. 3 closed this Docket on March 25, 1991.

90-212-TF
ALLTEL Arkansas, Inc.

In this Docket, ALLTEL Arkansas, Inc. proposed to increase the non-recurring charge for returned checks from $5.00 for Allied customers and $3.00 for Boone and AUC customers to $10.00. The tariff was approved on December 18, 1990. Order No. 2 closed this Docket on January 23, 1991.

90-223-TF
Southwestern Bell Telephone Company

Southwestern Bell Telephone Company (Company) filed revisions to its Digital Link Service Tariff. The revisions expand the Company's MicroLink II Service offering to reflect savings realized when a customer

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

orders multiple access terminations of the same type on the same order and when a customer orders multiple User Identifications on the same order. Order No. 1, dated January 11, 1991, approved the tariff filing, and the Docket was closed by Order No. 2 on March 4, 1991.

90-224-TF
Southwest Arkansas Telephone Co-operative

The purpose of this filing by Southwest Arkansas Telephone Co-operative was to establish 700/900 Call Restriction as an offering to residence and business single party flat rate local exchange services. Amended tariffs were filed by the Cooperative on October 3, 1991, deleting the reference to 700 Call restriction and offering only 900 Call Restriction. Staff testimony was filed on October 3, 1991, recommending approval of the amended tariff. An approval Order was issued on October 9, 1991. The Docket was closed by Order No. 3 on November 20, 1991.

90-225-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., proposed in this Docket to introduce a new Software Defined Network (SDN) option called "SDDN", an optional service designed for SDN customers utilizing data, video, or fax applications. This tariff also introduced Telecommunications Service Priority (TSP) for the provisioning/restoration of priority charges, rates, and regulations. These tariffs were approved on January 23, 1991. On March 12, 1991, Order No. 2 closed this Docket.

90-229-TF
GTE Southwest, Inc.

GTE Southwest, Inc., filed a tariff requesting approval to offer payment options for the nonrecurring charges associated with the installation of Emergency Number Service (911). Order No. 1, dated January 14, 1991, approved the tariff filing. The Docket was closed by Order No. 2 on March 8, 1991.

TF Dockets (Cont'd.)

90-230-TF
GTE Southwest, Inc.

With this tariff filing, GTE Southwest, Inc., (GTE) proposed to revise its statement of concurrence with the Southwestern Bell Wide Area Telecommunications Service (WATS) Tariff to indicate that GTE does not concur with the common Line 800 Service offering in that tariff. That service offering was added to Southwestern Bell's WATS Tariff in November 1990 and GTE cannot offer the same service because its existing billing system cannot accommodate it. The revised tariff was approved on January 4, 1991, and the Docket was closed by Order No. 2 on February 7, 1991.

90-231-TF
GTE Southwest, Inc.

GTE Southwest, Inc., (GTE) filed a tariff to establish rates for providing Emergency Number Service (911) for Jefferson County, Arkansas. The tariff was suspended on January 16, 1991, by Order No. 1. GTE amended its filing on February 4, 1991, by deleting the nonrecurring charge for the modification of the England central office. Order No. 2, 1991, dated February 7, 1991, approved the filing as amended on February 4, 1991. The Docket was closed by Order No. 3 on March 25, 1991.

90-232-TF
Southwestern Bell Telephone Company

Southwestern Bell Telephone Company (SWB) filed this tariff on December 21, 1990, requesting approval to revise its PLEXAR-Custom telephone service tariff. A hearing in this Docket was held on May 15, 1991. By Order No. 4, issued on September 5, 1991, the ALJ directed Staff and SWB to develop a cost allocation process that will insure that monopoly services are not subsidizing competitive services and to file the cost allocation process on or before February 3, 1992. Pending the implementation of this procedure, the revised PLEXAR-Custom Service tariff filed on December 21, 1990, was approved on an interim basis.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

SWB filed tariff revisions on September 30, 1991, in compliance with Order No. 4. Staff filed testimony on October 9, 1991, recommending approval of this filing. Order No. 5 issued October 10, 1991, granted interim approval. The Docket is pending awaiting the filing of a Cost Allocation Process.

91-011-TF
E. Ritter Telephone Company

E. Ritter Telephone Company filed a tariff to amend its Universal Emergency Number Service (911) to reflect the billing and collection administrative fee allowed by Ark. Code Ann. §12-10-210(c)(3). Order No. 1, dated January 25, 1991, approved the tariff, and Order No. 2 closed the Docket on March 7, 1991.

91-012-TF
Southwestern Bell Telephone Company

Southwestern Bell Telephone Company filed this tariff for the purpose of introducing Business Installment Billing, a service that permits business customers to pay nonrecurring charges over a period of up to four months. A service handling charge of $5.00 will be applied to the first monthly payment for businesses that choose this billing option. The filing was approved on January 31, 1991. Order No. 2 closed this Docket on March 7, 1991.

91-015-TF
GTE Southwest, Inc.

Revisions to the Texas General Exchange tariff were filed pursuant to APSC Docket No. U-2985, in which GTE Southwest, Inc., was instructed to file with this Commission all amendments, additions, or deletions to individual offerings in the Texas General Exchange Tariff that affect Texarkana, Arkansas, customers. The purpose of this filing was to detariff customer premises equipment in compliance with an Order from the Texas Public Utility Commission in Docket 7708. The revised

TF Dockets (Cont'd.)

tariff was approved by the Commission on February 1, 1991. The Docket was closed by Order No. 2 on March 7, 1991.

91-016-TF
Southwestern Bell Telephone Company

Southwestern Bell Telephone Company filed a tariff to restructure its Custom Calling Services billing identification codes. Order No. 1, dated February 8, 1991, approved the tariff. Order No. 2 closed the Docket on March 25, 1991.

91-018-TF
US Sprint

With this filing, US Sprint proposed to increase the Base Intercity fixed monthly charges and reduce the per mile charges for CLEARLINE 1.5 Service, increase the Central Office Connection installation charge, and increase the Local Access Coordination installation charge. These revisions were approved on February 26, 1991, and the Docket was closed on April 5, 1991.

91-019-TF
GTE Southwest, Inc.

This tariff revision was filed to introduce Circular Hunt Service to GTE Southwest, Inc.'s, Texarkana, Arkansas, customers. Pursuant to current Commission policy, an Order concurring with the approval of this tariff by the Texas Public Utility Commission was issued on February 8, 1991. The Docket was closed on April 10, 1991.

91-023-TF
Union Telephone Company

In this Docket, Union Telephone Company (Company) proposed to reduce its touchtone charges by $.40 per month per subscriber line and eliminate extension line access charges throughout the entire Company. Additionally, the Company proposed to reduce the zoned business and

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

residence local service rates for the Junction City exchange. These tariff revisions were proposed for the purpose of passing through to the Company's subscribers the savings realized by Union Telephone when the Louisiana State Legislature repealed the 2% telecommunications gross receipts tax. These revisions were approved on February 22, 1991, and the Docket was closed on April 5, 1991.

91-024-TF
Prairie Grove Telephone Company

In this Docket, Prairie Grove Telephone Company (Prairie Grove) proposed to offer two new custom calling services, Distinctive Ringing and Remote Call Forwarding. Additionally, Prairie Grove reduced to $3.00 from $5.00 the installation charge for business customers who subscribe to Call Waiting, Call Forwarding, Three Way Calling, or various combinations of the three services. Thirdly, the Company reduced the business monthly rate for Call Waiting, Call Forwarding, Three Way Calling, or various combinations of the three services. Fourth, Prairie Grove reduced the residential monthly rate for two and three feature combinations of custom calling services. Finally, the Company reduced the business monthly rate for Speed Calling - 8 Code Capacity and reduced the business installation charge for this feature. The revisions were approved on February 14, 1991, and the Docket was closed on March 25, 1991, by Order No. 2.

91-025-TF
Southwestern Bell Telephone Company

With this tariff filing, Southwestern Bell Telephone Company proposed to remove the Experimental Service Offering status of Call Control Options and make it a permanent service offering. The tariff was approved on February 20, 1991, and the Docket was closed by Order No. 2 on March 29, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-027-TF
Perco Telephone Company

In this Docket, Perco Telephone Company (Perco) proposed to replace in their entirety its currently approved tariffs. The proposed replacement tariffs removed all obsolete material, including rates for multi-party service, which is no longer offered in any of Perco's exchanges. Staff filed testimony on July 2, 1991, recommending approval. These tariffs were approved on July 9, 1991, and the Docket was closed by Order No. 3 on August 26, 1991.

91-034-TF
Contel System of Arkansas

With this filing, Contel System of Arkansas proposed to offer Call Screening, a new service. This service allows a customer to restrict outgoing operator-handled and direct-dialed toll calls from the service point to only those calls which are charged to either the called number, a third number, or a calling card. In addition, incoming screening will prevent collect or third number calls from being billed to the number. An Order approving this tariff was issued on February 27, 1991. Order No. 2 issued April 10, 1991, closed the Docket.

91-035-TF
GTE Southwest, Inc.

The purpose of this filing was to remove from the General Exchange Tariff GTE Southwest, Inc.'s, (GTE) specific requirements to establish a Special Rate Area (SRA). In testimony filed on August 26, 1991, Staff recommended that: 1) the current SRA tariff be suspended; and, 2) that no other SRAs be established until Staff and the Company have had the opportunity to examine the costs involved and propose a solution to the problems surrounding SRA service. On October 24, 1991, a Notice of Withdrawal of Tariff and Motion to Dismiss Docket was filed by GTE. On October 29, 1991, Order No. 5 granted the Motion and closed the Docket.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-036-TF
Contel System of Arkansas, Inc.

Contel System of Arkansas, Inc., (Contel) filed a tariff to provide a new service offering, Caller Identification (Caller ID). Order Number 1, dated March 14, 1991, suspended the tariff and set a public hearing for May 28, 1991. On April 11, 1991, Contel filed a letter withdrawing the filing. Order No. 3, dated April 18, 1991, canceled the hearing and closed the Docket.

91-038-TF
AT&T Communications of the Southwest, Inc.

With this filing, AT&T Communications of the Southwest, Inc., proposed to withdraw the AT&T Facilities for Other Common Carriers Tariff in the state of Arkansas. At the time of the filing, AT&T had no existing customers and no demand for this service. An Order approving this tariff was issued on March 5, 1991, and the Docket was closed on April 10, 1991.

91-044-TF
Mountain View Telephone Company

With this filing, Mountain View Telephone Company (Company) proposed to revise the current Custom Calling Services by adding the following services: Warm Line, Teen Line, Call Forward, Remote Access, Ring Again, and Remote Call Forward. Secondly, the Company proposed to decrease the monthly rates for Three Way Calling for residential and business customers. Finally, the Company proposed to decrease the monthly rates for both business and residential customers when a customer subscribes to two or more Custom Calling Services. These revisions were approved on March 14, 1991, and the Docket was closed on April 25, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-045-TF
Yell County Telephone Company

With this filing, Yell County Telephone Company proposed to implement a charge for Directory Assistance service. An Order approving this tariff was issued on March 25, 1991, and the Docket was closed on May 2, 1991, by Order No. 2.

91-048-TF
Southwestern Bell Telephone Company

With this filing, Southwestern Bell Telephone Company proposed to remove 700 call blocking from the 700/900 Call Restriction service offering. An approval Order was issued on March 28, 1991, and the Docket was closed by Order No. 2, on May 13, 1991.

91-050-TF
US Sprint

In this Docket, US Sprint proposed to increase the VPN Forced Route and Route Advance rate from $0.0450 to $0.0600 per minute, and to introduce a new service, International Visaphone, to enable foreign travelers to make intrastate calls while visiting the United States. These revisions were approved on March 27, 1991, and the Docket was closed by Order No. 2 on May 9, 1991.

91-052-TF
Madison County Telephone Company

In this Docket, Madison County Telephone Company (Company) proposed to implement new custom calling services, along with amended regulations and charges. The Company proposed to increase the monthly rates for business customers for Speed Calling and to increase the monthly rates for the package of Call Waiting, Call Forwarding, and Call Conferencing. Staff filed testimony on May 28, 1991, recommending approval. These revisions were approved on June 19, 1991, and the Docket was closed by Order No. 3 on July 25, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-054-TF
Madison County Telephone Company

In this filing, Madison County Telephone Company proposed to implement a charge for Directory Assistance service. An approval order was issued on March 25, 1991, and the Docket was closed by on May 2, 1991, by Order No. 2.

91-057-TF
Contel of Arkansas, Inc.

Contel of Arkansas, Inc., (Contel) filed a tariff to include the waiving of initial service charges in its promotional offering list. The primary purpose of the revision was to accommodate a special promotion Contel wanted to offer for military persons affected by the Persian Gulf Crisis. Order No. 1, dated March 19, 1991, approved the tariff. Order No 2, dated April 25, 1991, closed the Docket.

91-058-TF
Contel System of Arkansas, Inc.

Contel System of Arkansas, Inc., (Contel) filed a tariff to revise its special promotion language to include the offering of a credit of service connection charges for military persons affected by the Persian Gulf Crisis. Order No. 1, dated March 27, 1991, approved the tariff. Order No. 2, dated May 9, 1991, closed the Docket.

91-059-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., filed this tariff to withdraw 2.4 kbps and 4.8 kbps Dataphone(R) Digital Service in Arkansas. No customers in Arkansas subscribe to this service. An Order approving this tariff was issued on March 20, 1991, and the Docket was closed by Order No. 2 on May 2, 1991.

TF Dockets (Cont'd.)

91-060-TF
Redfield Telephone Company

With this filing, Redfield Telephone Company removed 700 blocking from its 700/900 Call Blocking Service. Staff filed testimony recommending approval on June 13, 1991. An Order approving this tariff was issued on July 8, 1991, and the Docket was closed by Order No. 3 on August 26, 1991.

91-061-TF
Mountain Home Telephone Company

In this Docket, Mountain Home Telephone Company removed 700 blocking from its 700/900 Call Blocking Service. Staff filed testimony recommending approval on June 13, 1991. An Order approving this tariff was issued on July 8, 1991, and the Docket was closed by Order No. 3, on August 26, 1991.

91-065-TF
Contel of Missouri, (Arkansas) Inc.

With this filing, Contel of Missouri, (Arkansas) Inc., (Contel) proposed to include several service offerings as currently offered in the Contel of Missouri, Inc., tariff. These services were erroneously omitted from the previous filing, (reference Docket No. 90-159-TF) where Contel filed to mirror the rates and charges in the Contel of Missouri, Inc., operating tariff, as filed and approved by the Missouri Public Service Commission. This filing was approved by Order No. 1, on March 25, 1991, and the Docket was closed on May 2, 1991 by Order No. 2.

91-067-TF
Madison County Telephone Company

This tariff revision was filed by Madison County Telephone Company to introduce a new enhanced service, IBS I and II, which is a Centrex type service that may be available to one party touch calling exchange service customers who have a minimum of two (2) access lines.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

Order No. 1, issued on April 8, 1991, approved this filing, and the Docket was closed by Order No. 2 on May 15, 1991.

91-068-TF
Magazine Telephone Company

With this filing, Magazine Telephone Company proposed to introduce four custom calling services, which are Call Waiting, Call Forwarding, Three Way Calling, and Speed Calling. Approval was granted by Order No. 1 on April 2, 1991, and the Docket was closed on May 8, 1991.

91-073-TF
AT&T Communications of the Southwest, Inc.

With this filing, AT&T Communications of the Southwest, Inc., (AT&T) proposed to restructure its AT&T ALL PROsm WATS. This is an optional calling plan which is automatically provided to those customers who subscribe to AT&T's Interstate PRO WATS service. The proposed restructure provides postalized rates, permitting one rate for in-state calls no matter what the mileage distance. The rates are billed in six second increments with a thirty second minimum per call. In addition, the restructure provided time of day rates as well as volume discounts. Approval was granted on April 18, 1991, and the Docket was closed on June 12, 1991.

91-074-TF
MCI Telecommunications Corporation

This tariff was filed to introduce a new service offering called the Friends and Family Program. Under this program a customer can form a calling circle to include up to twelve other MCI Dial One/Direct Dial customers. Approval was granted on April 17, 1991, and the Docket was closed on May 24, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-076-TF
Rogers Building Management, Inc.

This tariff was filed for the purpose of changing the intrastate rates charged by Rogers Building Management, Inc. These revisions were approved on April 11, 1991, and the Docket was closed on May 24, 1991.

91-079-TF
US Sprint

With this tariff, US Sprint proposed to decrease the Ultra 800 per minute usage rates for calls placed during evening and night/weekend periods, and decrease the Fonline 800 per minute rates for calls placed during the day, evening, and night/weekend periods. An approval Order was issued on April 12, 1991, and the Docket was closed by Order No. 2 on May 24, 1991.

91-081-TF
AT&T Communications of the Southwest, Inc.

With this tariff filing, AT&T Communications of the Southwest, Inc., (AT&T) proposed to introduce the new AT&T CIID/891 Calling Card and establish an incentive plan for such card users. Approval was granted on April 17, 1991, and the Docket was closed on May 24, 1991.

91-082-TF
GTE Southwest, Inc.

GTE Southwest, Inc., (GTE) filed this tariff to establish intrastate and local exchange tariff provisions for the Arkansas telecommunications Service Priority (TSP) System. The TSP System is a system developed by the federal government to ensure priority provisioning and restoration of services that are critical to the maintenance of a state of readiness or the response to and management of an event or crisis which causes or could cause harm to the population, damage property, or threaten the security of the United States. These proposed changes will allow GTE to

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

have one common priority provisioning and restoration service offering for all jurisdictions. Staff testimony was filed on April 15, 1991, recommending approval. An approval Order was issued and the Docket was closed on July 9, 1991, by Order No. 2.

91-086-TF
MCI Telecommunications Corporation

MCI Telecommunications Corporation proposed a new service called MCI Preferred Service, which is designed for commercial customers and which provides inbound, outbound, business card, fax, and residential services. An Order approving this tariff was issued on May 3, 1991, and the Docket was closed on June 12, 1991.

91-087-TF
Contel System of Arkansas

With this filing, Contel System of Arkansas proposed to extend its Experimental Custom Calling Plus service for an additional twelve months. An Order approving this tariff was issued on April 15, 1991, and the Docket was closed on May 24, 1991.

91-092-TF
AT&T Communications of the Southwest, Inc.

In this Docket, AT&T Communications of the Southwest, Inc., (AT&T) proposed to provide subminute pricing for Arkansas AT&T MULTIQUEST telecommunications service. Staff testimony was filed on May 13, 1991, recommending approval. An approval Order was issued on May 14, 1991, and the Docket was closed by Order No. 2 on July 9, 1991.

91-097-TF
US Sprint

In this Docket, US Sprint introduced a new WATS product, DIAL 1 WATS ADVANTAGE. Under this tariff, service is available to single

TF Dockets (Cont'd.)

and multi-location customers and subscribers receive a DIAL 1 WATS ADVANTAGE FONCARD to place calls when away from their primary service location. Staff testimony was filed on May 6, 1991, recommending approval. An approval Order was issued on May 8, 1991, and the Docket was closed by Order No. 2 on July 9, 1991.

91-101-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., filed its Message Telecommunications Service (MTS) Tariff to revise the effective date of the intrastate AT&T CIID/891 Card "Incentive Plan". Order No. 1 approved the tariff and the docket was closed on June 12, 1991.

91-102-TF
GTE Southwest, Inc.

GTE Southwest, Inc., filed this tariff to establish the Wright Special Rate Area in the England exchange. Staff filed testimony recommending approval on May 13, 1991. An Order approving this tariff was issued on May 22, 1991, and the Docket was closed on July 5, 1991, by Order No. 2.

91-104-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., filed this tariff to terminate AT&T InterLATA Foreign Exchange (FX) Service on June 1, 1991. Order No. 11 in Docket No. 88-091-U precludes the Local Exchange Companies from providing Feature Group A Service to InterLata Foreign Exchange customers. Staff filed testimony on May 8, 1991, recommending approval. On May 22, 1991, Order No. 1 approved the filing. The Docket was closed on July 5, 1991, by Order No. 2.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-109-TF
GTE Southwest, Inc.

This tariff was filed by GTE Southwest, Inc., to revise the McCrory Base Rate Area to: 1) extend along Highway 64 Business between the current Base Rate Area and the Patterson Special Rate Area; and, 2) to include the Patterson Special Rate Area. Staff filed testimony on May 21, 1991, recommending approval. The tariff was approved by Order No. 1 on May 23, 1991. The Docket was closed on July 5, 1991, by Order No. 2.

91-110-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., introduced Remote Call Forwarding. The new service allows calls to be forwarded when a number change is required as a result of an upgrade of service or a move within an exchange served by multiple central offices. Staff filed testimony on June 7, 1991, recommending approval. The tariff was approved on June 10, 1991, and the Docket was closed on July 26, 1991, by Order No. 2.

91-114-TF
South Arkansas Telephone Company

With this filing, South Arkansas Telephone Company proposed to offer Emergency 911 Service to subscribers in Ouachita County. On June 7, 1991, Staff filed testimony recommending approval of the filing. Order No. 1, issued on June 11, 1991, approved the filing. The Docket was closed by Order No. 2 on July 24, 1991.

91-115-TF
GTE Southwest, Inc.

GTE Southwest, Inc., filed this tariff to establish rates for Dial DataLink Service. The new enhanced single line service provides higher transmission standards than those normally provided for voice

TF Dockets (Cont'd.)

transmission. Staff testimony was filed on May 28, 1991, recommending approval. Order No. 1 approved the tariff and Order No. 2 closed the Docket on July 9, 1991.

91-117-TF
Southwestern Bell Telephone Company

With this filing, Southwestern Bell Telephone Company proposed two new services, Hotline and Warmline. Hotline provides the customer with an automatic and immediate call to a preassigned number when an off-hook condition exists. Warmline is similar to Hotline but the call is triggered by an off-hook condition after 5 seconds in which the customer may initiate calls to numbers other than the preassigned number. Staff filed testimony on May 28, 1991, recommending approval of the filing. Order No. 1, issued May 30, 1991 approved the filing. The Docket was closed by Order No. 2 on July 24, 1991.

91-118-TF
AT&T Communications of the Southwest, Inc.

With this filing, AT&T Communications of the Southwest, Inc., proposed to introduce Distributed Network Service (DNS) in Arkansas as an "add-on" to its interstate service. DNS is a switched service that is targeted to customers with high calling volumes and is available only on direct dialed outward calling. DNS is available from multiple customer locations to stations within Arkansas. The customer will receive one bill which will combine all calls from multiple locations. On June 4, 1991, Staff filed testimony recommending approval of the filing. Order No. 1, issued June 7, 1991, approved the filing. Order No. 2, issued on July 24, 1991, closed the Docket.

91-119-TF
Contel System of Arkansas

Contel System of Arkansas proposed this tariff to introduce 900 Call Restriction. This central office feature allows business and residential customers to restrict 900 prefix calls from being placed over

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

their local exchange access line. The service is offered free of charge to residential customers, churches, schools, and charitable organizations. Business customers may subscribe to this service for a nonrecurring charge of $8.00 per access line. Staff filed testimony recommending approval on June 14, 1991. An Order approving this tariff was issued on June 17, 1991. The Docket was closed by Order No. 2, on July 24, 1991.

91-120-TF
Contel of Arkansas

In this Docket, Contel of Arkansas introduced 900 Call Restriction. This central office feature allows business and residential customers to restrict 900 prefix calls from being placed over their local exchange access lines. This service is offered free of charge to residential customers, churches, schools, and charitable organizations. Business customers may subscribe to this service for a nonrecurring charge of $8.00 per access line. Staff testimony was filed on June 14, 1991, recommending approval. An Order approving this tariff was issued on June 17, 1991. Order No. 2 closed the Docket on July 24, 1991.

91-122-TF
Alltel Service Corporation

With this tariff, Alltel Service Corporation proposed to remove 700 blocking from its 700/900 Call Restriction Service. Staff filed testimony on June 14, 1991, recommending approval. This tariff was approved on June 17, 1991. The Docket was closed on July 24, 1991, by Order No. 2.

91-128-TF
Cable and Wireless Communications, Inc.

In this Docket, Cable & Wireless Communications, Inc. proposed several tariff revisions. The changes included an increase in the daytime per minute usage rate for 800 Service, an increase in the percentage discount for the third tier of the 800 Service volume discount plan, an increase in the daytime per minute usage rate for Travel WATS Service,

TF Dockets (Cont'd.)

a decrease in the evening per minute usage rate for Travel WATS Service, and the elimination of the Travel WATS monthly fee for Focus III customers. The proposed tariffs also introduced CAP 500 service, a program which allows customers to combine multiple locations to receive enhanced volume discounts. Staff filed testimony on June 17, 1991, recommending approval. These revisions were approved on July 1, 1991. On August 7, 1991, Order No. 2 closed the Docket.

91-129-TF
Mountain View Telephone Company

This tariff was filed by Mountain View Telephone Company (Company) to reinstate its Touch Dial/Touch Tone Service. The rate associated with this service was originally an element of the rate for the "pushbutton telephone" tariffed by the Company. During the detariffing of Customer premise equipment, the rate for the "pushbutton telephone" was removed without separating the element for the Touch Dial-Touch Tone Service. On June 3, 1991, Staff filed testimony recommending approval. Order No. 1 approved the filing. The Docket was closed by Order No. 2 on July 24, 1991.

91-130-TF
US Sprint

With this filing, US Sprint proposed to introduce Hospitality Connection, a service designed for the hotel/motel industry. Two options are available under this service - switched or dedicated. In order to qualify for this service, no more than forty percent of a customer's total direct dialed minutes per billing month may occur during the Day Rate period. Staff filed testimony on June 19, 1991, recommending approval. The tariff was approved on June 20, 1991. The Docket was closed on August 2, 1991, by Order No. 2.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-132-TF
Mountain View Telephone Company

With this filing, Mountain View Telephone Company proposed to offer the Emergency 911 Service to its Cleburne County customers. Mountain View Telephone Company will not be the primary provider of service. The public safety answering point will be in Heber Springs, Arkansas, which is served by Southwestern Bell Telephone Company. Staff filed testimony on June 20, 1991, recommending approval. Order No. 1, issued on June 25, 1991, approved the filing. The Docket was closed on August 2, 1991, by Order No. 2.

91-133-TF
Yelcot Telephone Company

With this filing, Yelcot Telephone Company introduced 900 Call Restriction, a central office feature which allows business and residential customers to restrict 900 prefix calls from being placed over their local exchange access lines. This service is offered free of charge to residential customers, churches, schools, and charitable organizations. Business customers may subscribe to this service for a nonreccuring charge of $24.00. Staff filed testimony on June 27, 1991, recommending approval. The tariff was approved on June 28, 1991, and the Docket was closed on August 7, 1991, by Order No. 2.

91-134-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., (GTE) proposed to offer Selective Class of Call Screening to its Texarkana, Arkansas, customers. This service enables a customer to restrict outgoing toll calls to those calls which are charged to the called telephone, a third number, or a telephone company credit card. Local calls, calls placed to the telephone company, and public emergency service numbers are permitted. This service was approved by the Texas Public Utility Commission on May 14, 1991. Current Commission policy is to accept for Texarkana, Arkansas, the tariffs effective for Texarkana, Texas. This policy was

TF Dockets (Cont'd.)

established in the June 7, 1979, Order of Docket No. U-2985, which provided for the inclusion of the Texarkana, Arkansas, portion of GTE's Texarkana local exchange in the Company's state-wide rate filing made with the Texas PUC. The Company was instructed to file with the Arkansas PSC all amendments, additions, or deletions to individual offerings in the Texas General Exchange Tariff that affect any Texarkana, Arkansas, customer. This tariff revision was approved on July 10, 1991, and the Docket was closed by Order No. 2 on August 26, 1991.

91-136-TF
MCI Communications, Inc.

In this Docket, MCI Communications, Inc. (MCI) proposed to introduce a new Calling Card Feature for MCI's Prism Plus customers and to change its Prism Plus rates. Staff filed testimony on June 21, 1991, recommending approval. Order No. 1, issued on June 25, 1991, approved the filing. The Docket was closed on August 2, 1991, by Order No. 2.

91-137-TF
LDDS

The purpose of this filing was to reduce LDDS's per minute usage rates and increase the operator service charges. Staff filed testimony on July 2, 1991, recommending approval, and the tariff was approved on July 9, 1991. The Docket was closed by Order No. 2 on August 26, 1991.

91-138-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., proposed to remove 700 blocking from its 700/900 Call Restriction tariff. Staff filed testimony on July 5, 1991, recommending approval. An approval Order was issued and the Docket was closed on August 26, 1991, by Order No. 2.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-139-TF
GTE Missouri

In this Docket, Contel of Missouri, Inc. filed its request to change its name to GTE Missouri. On June 28, 1991, Staff filed testimony recommending approval of the filing, stating that the name change would reflect the true ownership of the company as a result of the merger of Contel Corporation into GTE Corporation. Order No. 1, issued July 2, 1991, approved the filing. The Docket was closed by Order No. 2 on August 7, 1991.

91-140-TF
GTE Systems of Arkansas

In this Docket, Contel of Kansas, Inc. filed a request to change its name to GTE Systems of Arkansas. On June 28, 1991, Staff filed testimony recommending approval of the filing, stating that the name change would reflect the true ownership of the company as a result of the merger of Contel Corporation into GTE Corporation. Order No. 1, issued July 2, 1991, approved the filing. The Docket was closed on August 7, 1991, by Order No. 2.

91-141-TF
GTE Arkansas

With this filing, Contel of Arkansas, Inc. (Company) used the name GTE Arkansas for the Company name. The name change reflects the true ownership of the Company resulting from the merger of Contel Corporation into GTE Corporation. Staff testimony was filed on June 28, 1991, recommending approval of this filing. An approval order was issued and the Docket was closed on August 7, 1991, by Order No. 2.

91-143-TF
Century Telephone Company

With this filing, Century Telephone Company proposed to remove 700 blocking from its 700/900 Call Blocking Service. Staff filed

TF Dockets (Cont'd.)

testimony on July 8, 1991, recommending approval. An Order approving this tariff was issued on July 9, 1991, and the Docket was closed by Order No. 2 on August 26, 1991.

91-145-TF
Southwestern Bell Telephone Company

With this filing, Southwestern Bell Telephone Company proposed to make several corrections to various tariff sheets to remove obsolete services, correct typographical errors and correct miscellaneous billing code errors. Staff testimony filed on June 21, 1991, recommended approval. Order No. 1 approved the tariff and the Docket was closed by Order No. 2 on August 6, 1991.

91-149-TF
Arkansas Telephone Company

On June 18, 1991, Arkansas Telephone Company filed tariffs to reinstate the push button rate deleted during the detariffing of customer premise equipment. On June 20, 1991, Staff filed testimony recommending approval of the tariff. Order No. 1, issued June 26, 1991, approved the filing. The Docket was closed by Order No. 2 on August 2, 1991.

91-150-TF
Northern Arkansas Telephone Company

On June 18, 1991, and June 19, 1991, Northern Arkansas Telephone Company filed tariffs to reinstate its touch tone service which had been erroneously removed with an earlier filing. On June 20, 1991, Staff filed testimony recommending approval. Order No. 2, issued June 26, 1991, approved the filing, and Order No. 3 closed the Docket on August 2, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-152-TF
Southwestern Bell Telephone Company

On June 21, 1991, Southwestern Bell Telephone Company filed this tariff to introduce a new product trial offering called Intercept Referral Service (IRS). IRS offers three types of services: Local Intercept Referral Service, Special Intercept Referral Service, and Expanded Intercept Referral service. The trial offering is scheduled to begin August 1, 1991, and to end December 31, 1992. Staff filed testimony on July 2, 1991, recommending approval of the filing. Order No. 1, issued July 12, 1991, granted approval. Order No. 2 closed the Docket on August 26. 1991.

91-156-TF
GTE Southwest, Inc.

With this filing, GTE Southwest, Inc., added to the list of Special Rate Areas (SRA) the SRA of Wright within the England exchange. Testimony was filed by Staff on July 9, 1991, recommending approval. The establishment of this SRA was approved in Docket No. 91-102-TF. The tariff revision was approved on July 10, 1991, and the Docket was closed on August 26, 1991, by Order No. 2.

91-158-TF
Southwestern Bell Telephone Company

On June 25, 1991, Southwestern Bell Telephone Company (SWB) filed tariffs to add text to reflect the provision of both a Primary Listing and a Foreign Listing for each Common Line 800 number, at no extra charge. In addition, SWB proposed to offer a three month special promotion for the Common Line 800 Service residential customer. Staff filed testimony on July 22, 1991, recommending approval. Order No. 1, issued July 26, 1991, approved the tariff. The Docket was closed on August 28, 1991, by Order No. 2.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-159-TF
Southwestern Bell Telephone Company

In this Docket, Southwestern Bell Telephone Company proposed to transfer a portion of the Scott Zone Area to the Little Rock Principal Zone Area. Staff filed testimony on July 26, 1991, recommending approval. An approval Order was issued on July 26, 1991, and the Docket was closed by Order No. 2 on August 28, 1991.

91-160-TF
US Sprint

In this Docket, US Sprint proposed to increase the FONCARD intrastate surcharge from $0.55 to $0.75 per call. This charge is in addition to the per-minute usage rates. On July 10, 1991, Staff filed testimony recommending approval. An Order approving this tariff was filed on July 12, 1991, and the Docket was closed by Order No. 2 on August 26, 1991.

91-162-TF
Southwestern Bell Telephone Company

With this filing, on June 28, 1991, Southwestern Bell Telephone Company proposed to rename the Plexar-I optional feature, Alternate Answering, to Alternate Answering Inside. In addition, the company introduced a new feature, Alternate Answering Outside. Alternate Answering Outside differs from Alternate Answering Inside in that with the new Outside feature the customer may preselect a number outside the system that an incoming call may be forwarded to when the called line does not answer. On July 22, 1991, Staff filed testimony recommending approval. Order No. 1, issued July 26, 1991, approved the tariff. The Docket was closed by Order No. 2 on August 28, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-164-TF
Southwestern Bell Telephone Company

On July 1, 1991, Southwestern Bell Telephone Company (Company) filed tariffs to enhance its existing MegaLink I service by including a new transmission speed, 19.2 kbps. and to introduce a new optional feature known as Secondary Channel Capability. On July 11, 1991, the Company amended the filing. On July 22, 1991, Staff filed testimony recommending approval. On July 25, 1991, Order No. 1 approved the filing. The Docket was closed on August 29, 1991, by Order No. 2.

91-165-TF
AT&T Communications of the Southwest, Inc.

In this Docket, AT&T Communications of the Southwest, Inc., proposed to reduce its ALL PRO WATS intrastate day rates and decrease the usage volume discount for ALL PRO WATS intrastate usage in excess of $2,000.00 per month. On July 9, 1991, Staff filed testimony recommending approval. The tariff was approved on July 10, 1991. Order No. 2 closed the Docket on August 26, 1991.

91-169-TF
MCI Telecommunications, Inc.

On July 8, 1991, MCI Telecommunications, Inc., (MCI) filed a tariff to introduce a new Dedicated Termination Discount for MCI's Vision customers. Staff filed testimony recommending approval of the filing on July 30, 1991. Order No. 1, issued August 1, 1991, approved the filing. The Docket was closed by Order No. 2, on September 9, 1991.

91-174-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., filed tariffs approved by the Texas Public Utility Commission that affect Texarkana, Arkansas. These

TF Dockets (Cont'd.)

revisions were filed in Texas in order to comply with changes to the Public Utility Commission of Texas Substantive Rule Sec. 23.54, which governs Private Pay Telephone Services. Pursuant to Commission policy, the Arkansas PSC issued an Order on August 2, 1991, concurring with the approval of the Texas PUC. The Docket was closed by Order No. 2 on September 9, 1991.

91-175-TF
Perco Telephone Company

The purpose of this tariff filing was to correct text errors in a previous filing involving the exchange maps. Staff testimony was filed on July 24, 1991, recommending approval. The revisions were approved on July 25, 1991, and the Docket was closed by Order No. 2 on August 29, 1991.

91-176-TF
AT&T Communications of the Southwest, Inc.

On July 15, 1991, AT&T Communications of the Southwest, Inc., filed tariffs to introduce AT&T 800 Plan E as an addition to its interstate service. The interstate service was made effective by the FCC on July 4, 1991. AT&T 800 Plan E is an inbound switched service that permits 800 number calling from stations located in the State of Arkansas to a station associated with the customer's local exchange telephone number. Calls are available under this service only if dialed direct and completed without the assistance of an AT&T operator. On August 5, 1991, Staff filed testimony in this Docket recommending approval of the tariffs. Approval was granted by Order No. 1 on August 6, 1991, and the Docket was closed by Order No. 2 on September 6, 1991.

91-180-TF
Madison County Telephone

With this filing, Madison County Telephone Company proposed to introduce a new calling feature Economy Package of Call Forwarding and Call Conferencing. Staff filed testimony on July 25, 1991, recommending approval. An Order approving this tariff was issued on

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

August 1, 1991, and the Docket was closed by Order No. 2 on September 6, 1991.

91-185-TF
Cable and Wireless Communications, Inc.

In this Docket, Cable & Wireless Communications, Inc., (Cable & Wireless) proposed several tariff revisions. The changes included the addition of tariff language regarding: 1) the liability of both the Company and the customer for the performance of certain obligations beneficial to both parties; 2) who the Company will recognize as a customer; 3) good faith cooperation of customers during service interruptions; 4) the intentional or de facto transfer of Cable & Wireless services; 5) prohibition against the recording of telephone conversations using Cable & Wireless services; and, 6) Cable & Wireless' property right in 800 numbers. Staff filed testimony on July 31, 1991, recommending approval. Order No. 1 approved the tariff and the Docket was closed by Order No. 2 on September 9, 1991.

91-186-TF
US Sprint

This tariff was filed to: 1) increase the minimum and maximum call placement charge for Local Exchange Carrier Calling Card Station-to-Station operator services; 2) increase the Call Placement Charge for Person-to-Person, Station-to-Station and Local Exchange Carrier Calling Card Station-to-Station operator services; 3) increase the Mechanized Calling Card Service Call Placement Charge per call; and, 4) make changes in the Affinity Member Program. Staff testimony was filed, recommending approval. An approval Order was issued and the Docket was closed by Order No. 2 on September 13, 1991.

91-189-TF
MCI Telecommunications, Inc.

On July 31, 1991, MCI Telecommunications Corporation (MCI) filed revisions to its tariff to extend the 20% Friends and Family discount

TF Dockets (Cont'd.)

to include surcharges and usage charges. In addition, MCI added language to reflect that the discount applies only while the customer is a member of the service. Staff filed testimony on August 6, 1991, recommending approval of the filing. On August 7, 1991, by Order No. 1, the tariff was approved. The Docket was closed on September 11, 1991, by Order No. 2.

91-191-TF
AT&T Communications of the Southwest, Inc.

On August 1, 1991, AT&T Communications of the Southwest, Inc., (AT&T) filed a new Private Line Services Tariff in which it proposed to introduce ACCUNET Spectrum of Digital Services (ASDS). The new Private Line Services Tariff replaced the existing Voice Grade Service offering. On August 27, 1991, Staff filed testimony recommending approval of the tariff. On August 30, 1991, Order No. 2 approved the amended filing and AT&T was allowed to withdraw its existing Channel Service Tariff. The Docket was closed by Order No. 3 on October 8, 1991.

91-192-TF
AT&T Communications of the Southwest, Inc.

On August 2, 1991, AT&T Communications of the Southwest, Inc., filed tariff revisions to revise its Arkansas intrastate AT&T CIID/891 Card Adjustment Factor from .85 to .90. That change reflects the interstate factor approved by the Federal Communications Commission on July 19, 1991. Staff filed testimony recommending approval on August 6, 1991. Order No. 1, issued on August 9, 1991, approved the filing. The Docket was closed on September 11, 1991, by Order No. 2.

91-194-TF
Southwestern Bell Telephone Company

With this filing, on August 8, 1991, Southwestern Bell Telephone Company (SWB) proposed to introduce Exchange Interconnection Service

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

(EIS). In conjunction with this filing for EIS, SWB also proposed to offer an Optional Service Feature known as Subscriber Information Interface (SII). On September 13, 1991, SWB filed amended tariffs to remove from the proposed tariff of August 8, 1991, the definitions of Enhanced Service(s), Enhanced Service Provider, and Patron in Section 11, and the definitions of Enhanced Service and Enhanced Service Provider in Section 17. On September 17, 1991, Staff filed testimony recommending approval. On October 17, 1991, Order No. 2 approved the filing and the Docket was closed by Order No. 3, on November 14, 1991.

91-195-TF
Southwestern Bell Telephone Company

On August 8, 1991, Southwestern Bell Telephone Company filed revisions changing the definition of the network interface/demarcation point in accordance with the FCC's June 14, 1990, Report and Order in Docket 88-57. The demarcation point definition was redefined as the point within twelve inches of the protector or within twelve inches of the point where the wire enters a customer's premises. Staff filed testimony on August 30, 1991, recommending approval of the tariff. On September 3, 1991, by Order No. 1, this tariff was approved and the Docket was closed by Order No. 2 on October 4, 1991.

91-196-TF
Mountain Home Telephone Company

On August 14, 1991, Mountain Home Telephone Company filed revisions to its tariff to eliminate the one-party mileage charge for customers residing outside the base rate area. The rate for all one party customers outside the base rate area would be increased by $.75 (the existing rate that is charged to one party customers outside the base rate area for one quarter of mileage). The tariff also upgrades existing two party and four party customers to one party service. In addition, the tariff introduces a charge for intralata directory assistance of $.25 per call with a two call allowance. On September 5, 1991, Staff filed testimony

TF Dockets (Cont'd.)

recommending approval and on September 9, 1991, Order No. 1 approved the tariff.

91-197-TF
AT&T Communications of the Southwest, Inc.

This Docket was filed on August 14, 1991, to introduce AT&T Communications of the Southwest, Inc.'s, (AT&T) 800 Plan K, which is an "add-on" to AT&T's interstate service. On August 22, 1991, Staff filed testimony recommending approval. Order No. 1 approved the filing and Order No. 2 closed the Docket on October 8, 1991.

91-198-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., proposed to introduce Remote Call Forwarding in Texarkana, Arkansas, pursuant to Commission policy to accept for Texarkana, Arkansas, those tariffs approved for the State of Texas by the Texas Public Utility Commission. An Order approving the tariff was issued on August 22, 1991, and the Docket was closed by Order No. 2 on October 1, 1991.

91-201-TF
Southwestern Bell Telephone Company

A letter was filed on August 16, 1991, by Southwestern Bell Telephone Company to revise the exchange area boundaries of the Lake Village, Dermott, and Eudora exchanges. Staff filed testimony on September 3, 1991, recommending approval of the revision. On September 4, 1991, Order No. 1 was issued approving the exchange boundary revision. Order No. 2 closed the Docket on October 8, 1991.

91-206-TF
Call America

This Docket was established on August 23, 1991, for the purpose of considering a new service offering by Call America known as "Call

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

America Operator Assisted Services". On September 12, 1991, Staff filed testimony recommending approval. An approval Order was issued on September 16, 1991, and the Docket was closed on October 31, 1991, by Order No. 2.

91-207-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., revised the central office conversion schedule to reflect the actual conversion date of the Imboden, Jessup, England, Biggers-Reyno, and Maynard exchanges. The filing also added the DeWitt, Hazen, Corning and McCrory exchanges to the list of exchanges scheduled to be served in 1991 from an electronic digital central office. Staff testimony was filed on August 30, 1991, recommending approval. An Order approving this tariff revision was issued on September 3, 1991, and the Docket was closed on October 8, 1991, by Order No. 2.

91-211-TF
Southwestern Bell Telephone Company

With this filing of August 30, 1991, Southwestern Bell Telephone Company proposed to remove wording from its current tariff that prohibits advertising in the white pages of its telephone directories. On September 13, 1991, Staff filed testimony recommending approval and on September 16, 1991, Order No. 1 approved this filing. The Docket was closed by Order No. 2 on November 4, 1991.

91-214-TF
AT&T Communications of the Southwest, Inc.

With this filing, AT&T Communications of the Southwest, Inc., is proposing to introduce AT&T Multiquest, Express 900 in Arkansas as an "Add On" to its interstate service. On September 25, 1991, Staff filed testimony recommending approval of this tariff. On September 27,

TF Dockets (Cont'd.)

1991, this tariff was approved with an expiration date of March 14, 1993, and the Docket was closed by Order No. 2 on November 7, 1991.

91-217-TF
Matrix Telecommunications

In this Docket, Matrix Telecommunications proposed to revise its per minute rates for BASIC Service, EASY WATS I, and EASY WATS II. On September 12, 1991, Staff filed testimony, recommending approval. These changes in rates were approved on September 17, 1991, and the Docket was closed by Order No. 2, on November 11, 1991.

91-224-TF
E. Ritter Telephone Company

In this Docket, E. Ritter Telephone Company proposed to introduce 900 Call Restriction, a central office feature that allows single party residential and business customers to restrict 900 calls from being placed over the customer's exchange access line(s). The service is offered free of charge to both residential and business customers. Staff filed testimony on September 23, 1991, recommending approval. An Order approving the tariff was issued on September 24, 1991, and the Docket was closed by Order No. 2 on October 31, 1991.

91-226-TF
AT&T Communications of the Southwest, Inc.

On September 24, AT&T Communications of the Southwest, Inc., proposed to introduce AT&T Plan Q, an optional calling plan designed for small businesses with a majority of calls to one area code. Customers subscribing to this service will receive a 10% discount on all eligible calls billed to the single area code with the highest monthly dollar usage, whether interstate or intrastate. On October 2, 1991, Staff filed testimony, recommending approval. This tariff was approved by the Commission on October 4, 1991, and the Docket was closed on November 14, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-234-TF
Southwestern Bell Telephone Company

With this filing, Southwestern Bell Telephone Company proposed to extend the special promotional period for residence customers who buy Common Line 800 Service. The promotional period was originally scheduled to end October 31, 1991. The proposed tariff extends the promotional period through January 31, 1992. Staff filed testimony on October 2, 1991, recommending approval. An Order approving this tariff was issued on October 4, 1991, and the Docket was closed by Order No. 2 on November 14, 1991.

91-238-TF
MCI Communications Corporation

In this Docket, MCI Communications Corporation proposed to: 1) introduce a new Dial One Service option called Prime Time; 2) eliminate volume discounts for Dial One, Credit Card and Operator Services; and, 3) discontinue the Around Town Feature of MCI Credit Card Service. Staff filed testimony recommending approval on October 14, 1991. The proposed tariffs were approved on October 24, 1991.

91-244-TF
AT&T Communications of the Southwest, Inc.

This Docket was filed on October 4, 1991, by AT&T Communications of the Southwest, Inc., proposing to withdraw its Dataphone Digital Service tariff. Staff filed testimony on October 14, 1991, recommending approval. Order 1, issued October 14, 1991, approved the filing, and Order No. 2 closed the Docket on November 11, 1991.

91-249-TF
GTE Southwest, Inc.

In this Docket, GTE Southwest, Inc., (GTE) filed approved Texas Public Utility Commission tariffs affecting GTE's customers in

TF Dockets (Cont'd.)

Texarkana, Arkansas. The revisions include the addition of text relating to deposit requirements and discontinuance of service as a consequence of calls placed from combat or war zones designated by the federal government. Staff filed testimony on October 22, 1991, recommending concurrence with the Texas Commission's approval of the tariffs. An Order granting approval was issued on December 6, 1991.

91-250-TF
GTE Southwest, Inc.

With this filing, GTE Southwest, Inc., (GTE) proposed to reformat the Special Rate Area tariff page to more clearly reflect the designated Special Rate Areas. Additionally, GTE proposed to delete text from the tariff index regarding 700 Blocking, which was removed from the tariffs in July, 1991, but was inadvertently left in the index. Staff filed testimony on October 22, 1991, recommending approval. These tariff revisions were approved by the Commission on November 7, 1991.

91-251-TF
US Sprint

With this filing, US Sprint made text reference changes and created a new FONCARD rate table. Staff filed testimony October 21, 1991, recommending approval. Order No. 1, issued on October 22, 1991, approved the filing. Order No. 2 closed the Docket on November 20, 1991.

91-253-TF
Southwestern Bell Telephone Company

In this Docket, Southwestern Bell Telephone Company proposed to add US Sprint to the tariffed list of interexchange carriers that jointly provide outward WATS using intrastate WATS access lines. On October 31, 1991, Staff filed testimony recommending approval. The proposed tariff was approved on November 1, 1991.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-255-TF
Perco Telephone Company

In this Docket, Perco Telephone Company proposed to change the due date of its bills to twenty-two days after mailing, consistent with the Commission's General Service Rules. Staff filed testimony recommending approval on October 28, 1991. An Order approving this tariff revision was issued on October 29, 1991.

91-257-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., (AT&T) filed this tariff to introduce SDN Schedule F in Arkansas. This is an "add-on" to the AT&T interstate service which was approved by the FCC November 19, 1990. SDN Schedule F is a new optional feature to SDN and expands a customer's data networking capability. Staff testimony was filed on November 4, 1991, recommending approval. Order No. 1 approved the filing on November 13, 1991.

91-258-TF
Union Telephone Company, Inc.

Union Telephone Company, Inc., filed this tariff on October 18, 1991, to allow customers residing in the Dodge City and Junction City exchanges the convenience of custom calling services. On November 4, 1991, the Company filed revised Index tariff sheets reflecting the addition of the New Service Offerings. On November 4, 1991, Staff testimony was filed recommending approval. On November 25, 1991, Order No. 1 approved the tariffs filed on October 28, 1991, and November 4, 1991.

91-264-TF
Yelcot Telephone Company

In this Docket, Yelcot Telephone Company proposed to increase its returned check charge from $5.00 to $15.00. Staff filed testimony on

TF Dockets (Cont'd.)

November 7, 1991, recommending approval. The revision was approved by the Commission on November 14, 1991.

91-266-TF
AT&T Communications of the Southwest, Inc.

On November 4, 1991, this Docket was filed to introduce the AT&T Communications of the Southwest, Inc., (AT&T) Custom Network Plan D Service in Arkansas. This is an "add-on" to the AT&T interstate service which was approved by the FCC on June 22, 1991. Staff testimony was filed on November 26, 1991, recommending approval. On December 12, 1991, Order No. 1 approved the tariff.

91-267-TF
Yelcot Telephone Company

With this filing, Yelcot Telephone Company proposed to implement a charge of $0.50 per month for subscribers to unlisted or non-published directory listings. Staff filed testimony on November 8, 1991, recommending approval. An Order approving this tariff was issued on November 19, 1991.

91-268-TF
Southwestern Bell Telephone Company

On November 5, 1991, Southwestern Bell Telephone Company filed this tariff to revise the Plexar-II tariff. The revision was requested to introduce new optional features to enhance the existing service offering. In addition, two optional features were renamed: 'Call Forwarding-Busy Line was renamed Call Forwarding-Busy Line Inside System; and, Call Forwarding-Don't Answer was renamed Call Forwarding-Don't Answer Inside System. Staff testimony was filed on November 27, 1991, recommending approval of the tariff. Order Number 1, issued on December 2, 1991, approved the filing.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-270-TF
Yelcot Telephone Company

In this Docket, Yelcot Telephone Company proposed to increase the charge for directory assistance from $0.25 to $0.40 per call in excess of two (2) calls per month. Staff filed testimony on November 13, 1991, recommending approval. An Order approving this tariff was issued on November 14, 1991.

91-273-TF
Cable and Wireless Communications, Inc.

In this Docket, Cable & Wireless Communications, Inc., proposed to introduce Virtual Network service in Arkansas. Staff filed testimony on December 2, 1991, recommending approval. An Order approving this tariff was issued on December 4, 1991.

91-274-TF
US Sprint

In this Docket, US Sprint proposed to introduce Real-Time rates on calls for which Sprint provides the time and/or charges information. Staff filed testimony on December 12, 1991, recommending approval. An Order approving this tariff revision was issued on December 17, 1991.

91-275-TF
Southwestern Bell Telephone Company

On November 2, 1991, Southwestern Bell Telephone Company filed this tariff requesting approval to change the amount of non-recurring charges that business customers could have billed in installments. The proposed amount was fifty dollars or more. On November 25, 1991, Staff filed testimony recommending approval. On November 27, 1991, Order No. 1 approved the filing.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-278-TF
Cable and Wireless Communications, Inc.

In this Docket, Cable & Wireless Communications, Inc., proposed to increase the intrastate directory assistance charge from $0.60 to $0.70 per inquiry. Staff testimony was filed on December 5, 1991, recommending approval. An Order approving this tariff was issued on December 9, 1991.

91-290-TF
Cable and Wireless Communications, Inc.

In this Docket, Cable & Wireless Communications, Inc., proposed to increase its day and evening per minute rates for 800 service, increase its 800 service alternate service fee, and decrease the monthly fee for Programmable 800. Staff filed testimony on December 10, 1991, recommending approval. These revisions were approved by the Commission on December 10, 1991.

91-291-TF
AT&T Communications of the Southwest, Inc.

AT&T Communications of the Southwest, Inc., (AT&T) filed tariff revisions on December 4, 1991, to: 1) Add Option B to the AT&T 800 Plan K in Arkansas; 2) Extend the 10% credit on the AT&T CIID/891 Card LDMTS usage charge to those customers who receive the AT&T CIID/891 Card before December 31, 1992; and, 3) include minor textual changes to AT&T's Megacom, Megacom 800 and 800 Readyline service offerings. Staff testimony was filed on December 10, 1991, recommending approval. Order No. 1, issued on December 17, 1991, approved the filing.

91-294-TF
AT&T Communications of the Southwest, Inc.

On December 5, 1991, AT&T Communications of the Southwest, Inc., (AT&T) filed this tariff to: 1) make rate reductions to the AT&T

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

Message Telecommunications Service, AT&T PRO(sm) WATS Arkansas and AT&T 800 Service; and, 2) to introduce a new Operator Dialed Surcharge rate of $0.75 per call to be applied on appropriate Operator Station, Person-to-Person and Real-Time rated calls. In addition, tariff provisions relating to Conference Service were moved from Section 1 of the MTS tariff to a new Section 3 of the MTS tariff. Staff Testimony was filed on December 19, 1991, recommending approval. Order No. 1, issued on December 23, 1991, approved the tariff.

91-298-TF
Southwestern Bell Telephone Company

On December 10, 1991, Southwestern Bell Telephone Company (SWB) filed tariffs to revise the Universal Emergency Number Service (911) Tariff to include language to provide for the provisioning of 911 Service jointly by SWB and an Independent Exchange Carrier. Commission action is pending on this Docket.

91-299-TF
Southwestern Bell Telephone Company

In this Docket, Southwestern Bell proposed to reduce the Service and Equipment Charge for Common Line 800 Service to $30.00 for business customers requesting installation of the service during the month of February 1992. Staff filed testimony on December 13, 1991, recommending approval. An Order approving this tariff was issued on December 19, 1991.

91-300-TF
South Arkansas Telephone Company

On December 11, 1991, South Arkansas Telephone Company filed this tariff to implement regulations and charges for 911 service for Bradley County, Arkansas. On January 7, 1992, Staff testimony was filed recommending approval. On January 8, 1992, Order No. 1 approved the filing.

Section 8.
Telecommunications Industry Summary

TF Dockets (Cont'd.)

91-301-TF
Southwestern Bell Telephone Company

In this Docket, Southwestern Bell Telephone Company proposed to amend rules and regulations for Departmentalized Customer Billing Reports. Staff testimony was filed on December 18, 1991, recommending approval. The tariff was approved on December 19, 1991, with an effective date of January 15, 1992.

91-305-TF
AT&T Communications of the Southwest, Inc.

On December 31, 1991, AT&T Communications of the Southwest, Inc., filed this reformatted version of: 1) the Message Telecommunications Service (MTS) Tariff; 2) the Wide Area Telecommunications Service (WATS) Tariff; and, 3) the Custom Network Service (CNS) Tariff. The proposed reformatted tariffs are designed to replace the existing corresponding tariffs. This Docket is awaiting Staff Review.

K Dockets

90-213-K
C.I.S. of Pine Bluff, Inc.

C.I.S. of Pine Bluff, Inc. filed this tariff to remove Rate Plan I from its tariff. The tariff was approved on January 7, 1991. Order No. 2, issued February 13, 1991, closed the Docket.

90-222-K
Texarkana Cellular Partnership

In this Docket, Texarkana Cellular Partnership proposed to increase its Roamer Service charges, applicable to foreign cellular carriers whose customers use Texarkana Cellular Partnership's service. This tariff was approved on January 10, 1991. Order No. 2, issued February 13, 1991, closed the Docket.

Section 8.
Telecommunications Industry Summary

K Dockets (Cont'd.)

90-235-K
Texarkana Cellular Partnership

This tariff was filed to provide for voice mail service to its cellular users and set forth the cost for such service. Approval was granted on January 25, 1991, and the Docket was closed on April 10, 1991.

91-001-K
Alltel Cellular Associates of Arkansas

Alltel Cellular Associates of Arkansas filed a tariff to offer two new rate plans, Rate Plan 7 and Rate Plan 8, to its Little Rock Cellular Geographic Area customers. In addition, the Company eliminated its Rate Plan 1, except for existing customers. Order No. 1, dated January 23, 1991, approved the tariff. The Docket was closed by Order No. 2 on March 25, 1991.

91-002-K
Alltel Cellular Associates of Arkansas

Alltel Cellular Associates of Arkansas filed a tariff to offer two new rate plans, Rate Plan 7 and Rate Plan 8, to its Pine Bluff Cellular Geographic Area customers. In addition, the Company eliminated its Rate Plan 1, except for existing customers. Order No. 1, dated January 28, 1991, approved the tariff.

91-009-K
Fort Smith MSA Limited Partnership
d/b/a Contel Cellular of Arkansas

In this Docket, Contel Cellular of Arkansas (Contel Cellular) proposed to increase two Roamer Service charges, applicable to foreign cellular carriers whose customers use Contel Cellular's services. These tariffs were approved on February 1, 1991. The Docket was closed on April 10, 1991.

Section 8.
Telecommunications Industry Summary

K Dockets (Cont'd.)

91-010-K
Fayetteville MSA Limited Partnership
d/b/a Contel Cellular of Arkansas

In this Docket, Contel Cellular of Arkansas (Contel Cellular) proposed to increase two Roamer Service charges, applicable to foreign cellular carriers whose customers use Contel Cellular's services. These tariffs were approved on January 31, 1991, and the Docket was closed by Order No. 2 on March 25, 1991.

91-020-K
C.I.S. of Pine Bluff, Inc.

C.I.S. of Pine Bluff, Inc., filed a tariff to establish two new rate plans, Rate Plan 5 and Rate Plan 6, for its Pine Bluff, Arkansas customers. Order No. 1, dated February 6, 1991, approved the tariff. Order No. 2 closed the Docket on March 25, 1991.

91-029-K
Pine Bluff Cellular, Inc.

Pine Bluff Cellular, Inc., (Company), filed this tariff amendment on February 11, 1991. On March 6, 1991, the Company filed a letter withdrawing the filing. Order No. 1, issued March 12, 1991, closed the Docket.

91-030-K
Little Rock Cellular Partnership

Little Rock Cellular Partnership filed this tariff amendment on February 11, 1991. On March 6, 1991, the Company filed a letter withdrawing the filing. Order No. 1, issued March 12, 1991, closed the Docket.

Section 8.
Telecommunications Industry Summary

K Dockets (Cont'd.)

91-031-K
Cellular One of Fort Smith

Cellular One of Fort Smith filed this tariff amendment on February 11, 1991. On March 6, 1991, the Company filed a letter withdrawing the filing. Order No. 1, issued March 12, 1991, closed the Docket.

91-032-K
McCaw Communications of Fayetteville, Inc.

McCaw Communications of Fayetteville, Inc., filed this tariff amendment on February 11, 1991. On March 6, 1991, the Company filed a letter withdrawing the filing. Order No. 1, issued March 12, 1991, closed the Docket.

91-040-K
Alltel Cellular Associates of Arkansas

Alltel Cellular Associates of Arkansas filed a tariff to provide a new rate plan, Rate Plan 8, for its Little Rock Cellular Geographic Service Area customers. Order No. 1, dated March 20, 1991, approved the tariff. The Docket was closed on May 2, 1991, by Order No. 2.

91-041-K
Alltel Cellular Associates of Arkansas

Alltel Cellular Associates of Arkansas filed a tariff to provide a new rate plan, Rate Plan 8, for its Pine Bluff Cellular Geographic Service Area customers. Order No. 1, dated March 20, 1991, approved the tariff. The Docket was closed on May 2, 1991, by Order No. 2.

Section 8.
Telecommunications Industry Summary

K Dockets (Cont'd.)

91-062-K
C.I.S. of Pine Bluff, Inc.

C.I.S. of Pine Bluff, Inc., filed a tariff to provide a new rate plan, Rate Plan 7. Order No. 1, dated April 2, 1991, approved the tariff. Order No. 2 closed the Docket on May 8, 1991.

91-063-K
Alltel Cellular Associates of Arkansas

Alltel Cellular Associates of Arkansas filed this tariff amendment on March 14, 1991. On March 19, 1991, the Company filed a letter withdrawing the filing. Order No. 1, issued March 27, 1991, closed the Docket.

91-070-K
Alltel Cellular Associates of Arkansas

The purpose of this filing was to add Rate Plan 9 to the tariff. Based on the provisions of a recently adopted legislative act that eliminates the need for cellular tariffs, the tariff revisions pending in this Docket were withdrawn and the Docket was closed by Order No. 1 on April 18, 1991.

91-071-K
Alltel Cellular Associates of Arkansas

The purpose of this filing was to add Rate Plan 9 to the tariff. Based on the provisions of a recently adopted legislative act that eliminates the need for cellular tariffs, the tariff revisions were withdrawn and the Docket was closed by Order No. 1 on April 18, 1991.

91-072-K
Alltel Central Arkansas Cellular Limited Partnership

The purpose of this filing was to enable Alltel to charge roaming customers the same charges being applied to Alltel subscribers who roam

Section 8.
Telecommunications Industry Summary

K Dockets (Cont'd.)

in other systems. Based on the provisions of a recently adopted legislative act that eliminates the need for cellular tariffs, the tariff revisions were withdrawn and the Docket was closed by Order No. 1 on April 17, 1991.

91-080-K
C.I.S. of Pine Bluff, Inc.

The purpose of this filing was to establish a new Rate Plan, Plan 8. Based on the provisions of a recently adopted legislative act that eliminates the need for cellular tariffs, the tariff revisions were withdrawn and the Docket was closed by Order No. 1 on April 18, 1991.

C Dockets

89-143-C
AT&T Communications of the Southwest, Inc. v. The City of Little Rock

On July 25, 1989, AT&T Communications of the Southwest, Inc. (AT&T) filed a complaint against the City of Little Rock requesting that the Commission review a certain ordinance purporting to levy a "franchise tax" on AT&T and declare the ordinance to be void as unlawful and unreasonable under Ark. Code Ann. §14-200-101. On November 27, 1991, AT&T filed its amended petition challenging an amendment to the same ordinance for the reasons previously alleged. The matter is set for hearing on January 28, 1992.

90-215-C
Alert Alarm System, Inc. v. Southwestern Bell Telephone Company

The Complainant alleges that it experienced a financial burden due to incorrect billing by Southwestern Bell Telephone Company (Respondent). The Complainant states that this financial burden occurred because the Respondent billed the Complainant for a phone line that was not the Complainant's.

Staff investigated and filed testimony. Through its investigation, Staff determined that the Complainant had been charged for a telephone line that the Complainant did not use. The parties resolved the

Section 8.
Telecommunications Industry Summary

C Dockets (Cont'd.)

Complaint. Order No. 3, issued March 13, 1991, dismissed the Complaint. Order No. 4, issued April 26, 1991, closed the Docket.

91-007-C
Action Technologies, Inc., and Elaine Thompson v. Southwestern Bell Telephone Company

The Complainant alleged that it experienced harassment and overcharging by Southwestern Bell Telephone Company as a result of transfers of other parties' telephone charges to the Complainant's account. The parties later resolved the Complaint. Order No. 5, issued August 15, 1991, dismissed the Complaint. Order No. 6, issued September 23, 1991, closed the Docket.

91-098-C
Oscar B. Latin and Marilyn R. Latin v. Southwestern Bell Telephone Company

The Latins filed a complaint against Southwestern Bell Telephone Company (SWB) concerning a $300 charge to establish telephone service to their property in Hot Springs Village. The filing for class relief was disallowed, but the complainants were permitted to continue the action for themselves. This Docket is pending before the Commission.

A Dockets

90-183-A
Southwestern Bell Telephone Company

On October 10, 1990, a letter was filed by Southwestern Bell Telephone Company, requesting approval to revise the exchange area boundaries of the West Memphis and Marion exchanges. On January 7, 1991, Order No. 1 was issued approving the exchange boundary revision. Order No. 2 closed the Docket on February 14, 1991.

Section 8.
Telecommunications Industry Summary

A Dockets (Cont'd.)

90-195-A
Alltel Arkansas, Inc.

On November 1, 1991, Alltel Telephone Company (Alltel) filed an Application requesting approval to add a portion of Arkansas Telephone Company's Clinton exchange to Alltel's Marshall Exchange. On November 16, 1991, Alltel filed a revised tariff sheet reflecting the boundary revision, and on December 7, 1991, Arkansas Telephone Company filed a revised map and legal description for the Clinton exchange area. Order No. 1, issued December 17, 1990, approved the Application and modified both Companies' Certificates of Convenience and Necessity. The Docket was closed by Order No. 2 on January 29, 1991.

90-196-A
Alltel Arkansas, Inc.

On November 1, 1991, a letter was filed by Alltel Arkansas, Inc. requesting to revise the Company's Wilmont exchange to include a small portion of unallocated area in Chicot County. Order No. 1, issued January 7, 1991, approved the revision to the Wilmont exchange Area. Order No. 2, issued on February 13, 1991, closed the Docket.

90-197-A
Alltel Arkansas, Inc.

On November 1, 1990, an Application to revise the exchange boundaries of Alltel Arkansas's Berryville and Rudd Exchanges was filed. Order No. 1, issued November 30, 1990, approved the Application, and Order No. 2, issued on January 2, 1991, closed the Docket.

90-216-A
Contel of Arkansas, Inc.

On December 7, 1991, Contel filed an Application requesting approval to transfer a portion of its Elm Springs exchange to Contel System of Arkansas's Siloam Springs exchange. Order No. 1, issued on

A Dockets (Cont'd.)

January 10, 1991, approved the revision and Order No. 2, issued on February 21, 1991, closed the Docket.

90-217-A
Contel of Arkansas, Inc.

Contel System of Arkansas filed an Application to revise the Siloam Springs exchange area to accept a portion of Contel of Arkansas's Elm Springs Exchange area. Order No. 1, issued January 7, 1991, approved the exchange of allocated territory and modified each company's Certificate of Convenience and Necessity. Order No. 2 closed the Docket on March 4, 1991.

90-219-A
Southwestern Bell Telephone Company

On December 10, 1991, an Application was filed by Southwestern Bell Telephone Company, requesting approval to revise the boundaries of the Bentonville and Gravette exchange areas. Order No. 1, issued January 9, 1991, approved the exchange boundary revisions and Order No. 2, issued on February 13, 1991, closed the Docket.

90-221-A
Contel of Arkansas, Inc.

On December 12, 1991, an Application was filed by Contel of Arkansas, Inc. (Contel) to revise Contel's Dumas exchange to include a portion of unallocated area along the Arkansas River in Desha County. Order No. 1, issued January 3, 1991, approved the revision and modified Contel's Certificate of Convenience and Necessity. Order No. 2, issued February 13, 1991, closed the Docket.

91-013-A
Cleveland County Telephone Company

Cleveland County Telephone Company filed an Application requesting approval to transfer allocated territory with Alltel Arkansas,

Section 8.
Telecommunications Industry Summary

A Dockets (Cont'd.)

Inc., on January 24, 1991. Order No. 1 issued April 19, 1991, approved the transfer of territory from Alltel's Fordyce and Sheridan exchanges to Cleveland County Telephone Company's Kingsland and Rison exchange areas. In addition, Order No. 1 amended each Company's CCN to reflect the changes in allocated territory. Order No. 2 dated May 30, 1991 closed the Docket.

91-014-A
Cleveland County Telephone Company

Cleveland County Telephone Company filed exchange area maps, base rate area maps, and legal descriptions for the Kingsland and Rison exchange areas as amended on March 28, 1991. Order No. 1, dated May 2, 1991, approved the filing and Order No. 2, issued on June 6, 1991, closed the Docket.

91-028-A
Alltel Arkansas, Inc.

Alltel Arkansas, Inc. filed exchange area maps, and legal descriptions for the Company's Fordyce and Sheridan exchange areas. Order No. 1, issued on April 30, 1991, approved the revised maps and legal descriptions to reflect the Company's CCN as amended in Docket 91-013-A. Order No. 2 dated June 14, 1991, closed the Docket.

91-193-A
Mountain Home Telephone Company

On August 8, 1991, Mountain Home Telephone Company requested a territory release from Century Telephone of Arkansas (Century). On November 25, 1991, Order No. 2 was issued scheduling a hearing for February 4, 1992. Order No. 2 also instructed Century to include in their December billing a notice to all customers affected by the territory release. On December 16, 1991, Staff testimony was filed. The Docket is pending before the Commission.

Section 8.
Telecommunications Industry Summary

A Dockets (Cont'd.)

91-208-A
Southwestern Bell Telephone Company and Alltel Arkansas, Inc.

Southwestern Bell Telephone Company (SWB) and Alltel Arkansas, Inc. (Alltel) filed a joint Application on August 23, 1991, requesting approval to release a portion of the SWB Hindsville exchange to the Berryville Alltel exchange. Staff filed testimony on October 1, 1991, recommending approval of the Application. Order No. 1, issued October 3, 1991, approved the Application and modified both Companies' Certificates of Convenience and Necessity. The Docket was closed by Order No. 2 on November 19, 1991.

91-225-A
Southwestern Bell Telephone Company

An Application was filed on September 19, 1991, by Southwestern Bell Telephone Company (SWB) requesting approval to revise the Stephens exchange to include a small portion of unallocated Nevada County area. Staff filed testimony on September 30, 1991, recommending approval of the revision. Order No. 1, issued October 4, 1991, approved the revision and modified SWB's Certificate of Convenience and Necessity. Order No. 2, issued November 18, 1991, closed the Docket.

91-247-A
Alltel Arkansas, Inc.

A letter was filed on October 11, 1991, by Alltel Arkansas, Inc., to revise the exchange area boundaries of their Berryville and Oak Grove exchanges. Staff filed testimony on October 21, 1991, recommending approval of the revision. On October 22, 1991, Order No. 1 was issued approving the exchange boundary revision. Order No. 2 closed the Docket on November 25, 1991.

Section 8.
Telecommunications Industry Summary

A Dockets (Cont'd.)

91-293-A
Alltel Telephone Company

On December 5, 1991, Alltel Telephone Company (Alltel) filed a letter and attached maps requesting a boundary change for a portion of Madison County Telephone Company's Huntsville exchange to Alltel's Drakes Creek Exchange. This Docket is pending before the Commission.

91-302-A
Alltel Telephone Company

On December 18, 1991, Alltel Telephone Company (Alltel) filed a boundary exchange request for a portion of Southwestern Bell Telephone Company's Jessieville Exchange to Alltel's Mt. Ida exchange. This Docket is pending before the Commission.

2. Commission Dockets On Appeal

U-3117
Southwestern Bell Telephone Company

On April 25, 1979, Southwestern Bell Telephone Company (the Company) filed a rate Application. Subsequently the Company, the Office of the Attorney General and the PSC Staff entered into a Stipulation and Agreement. On May 5, 1981, the Commission held a hearing on whether the Stipulation and Agreement should be approved. Afterwards the Commission entered Order No.12 approving a $24,855,000 increase in annual revenues.

A portion of the Commission's decision in Order No. 12 was appealed to the Pulaski County Circuit Court in 1981. On May 9, 1991, the appeal was dismissed with prejudice pursuant to the terms of a Joint Stipulation For Dismissal. See Southwestern Bell Telephone Company v. Arkansas Public Service Commission, Pulaski Circuit Court No. 81-6973

Section 8.
Telecommunications Industry Summary

Appeal Dockets (Cont'd.)

81-6973
Southwestern Bell Telephone Company v. Arkansas Public Service Commission

In 1981, Southwestern Bell Telephone Company (Company) filed this appeal of a portion of Order No. 12, Docket No. U-3117, which set intrastate telephone rates in response to the Company's general rate increase Application. Specifically, the Company challenged the Commission's deleting from intrastate rates the cost and revenues associated with interstate foreign exchange service and asserted that Order No.12 violated the FCC's regulations concerning separation of costs to interstate and intrastate jurisdictions. The Company filed its brief on December 26, 1984, and the Commission filed its brief on March 13, 1985.

On May 6, 1991, the parties filed a Joint Stipulation for Dismissal stating that all issues raised in the appeal had been settled and therefore the court should dismiss with prejudice the Petitioner's Petition for Review. On May 9,1991, the court entered its Order Of Dismissal With Prejudice dismissing this appeal pursuant to the terms of the Joint Stipulation for Dismissal.

82-037-U
Southwestern Bell Telephone Company

On January 28, 1982, Southwestern Bell Telephone Company (Company) filed a rate Application seeking a $25,195,000 annual increase in revenues. On November 29, 1982, after hearing, the Commission issued Order No. 11 which approved $18,709,000 in additional annual revenues. The Company subsequently filed its Application for Rehearing which was denied on January 4, 1983.

The Commission's decision was then appealed to the Pulaski County Circuit Court on January 26, 1983. On May 9, 1991, the appeal was dismissed with prejudice pursuant to the terms of a Joint Stipulation For Dismissal. See Southwestern Bell Telephone Company v. Arkansas Public Service Commission, Pulaski Circuit Court No. 83-649.

Section 8.
Telecommunications Industry Summary

Appeal Dockets (Cont'd.)

83-649
Southwestern Bell Telephone Company v.
Arkansas Public Service Commission

On January 26, 1983, Southwestern Bell Telephone Company (Company) filed this appeal of that portion of Order No. 11, Docket No. 82-037-U, which ordered the refund of excess deferred tax reserves pending the outcome of the appeal of Docket No. 81-144-U. The Company asserted that the refund violated the I.R.C. normalization requirement and jeopardized the Company's continued use of accelerated depreciation. The Company filed Briefs on January 27, 1984, and March 30, 1984. The Commission filed its Brief on March 16, 1984.

On May 6, 1991, the parties filed a Joint Stipulation For Dismissal stating that this appeal should be dismissed inasmuch as the parties had agreed that Southwestern Bell will continue to amortize certain excess deferred income taxes by use of the average rate assumption method over the remaining life of the plant. On May 10, 1991, the court entered its Order of Dismissal With Prejudice pursuant to the parties' aforementioned Joint Motion.

CA91-108
Contel of Arkansas, Inc. v.
Arkansas Public Service Commission

On March 8, 1991, Contel of Arkansas, Inc., (Contel) filed in the Arkansas Court of Appeals its Notice of Appeal of Commission Order No. 12 in Docket No. 90-024-U. In its appeal, Contel objected to: 1) the Commission's decision to include common stock dividends payable as a zero cost source of capital; and, 2) the Commission's adoption of a 105-day lag period for purposes of calculating the adjustment to Contel's capital structure. Briefs were submitted in accordance with the Court's procedural schedule and the parties made oral argument to the Court on December 11, 1991.

Section 8.
Telecommunications Industry Summary

Appeal Dockets (Cont'd.)

CA91-499
AT&T Communications of the Southwest, Inc. v.
Arkansas Public Service Commission

On December 16, 1991, AT&T Communications of the Southwest, Inc. (AT&T) filed in the Arkansas Court of Appeals its Notice of Appeal from Order No. 4 of Docket No. 90-209-U. In its Notice of Appeal, AT&T seeks review of Order No. 4. AT&T alleges that the provision of customer-owned coinless telephone service in Arkansas is in the public interest and that the Commission's decision is unsupported by substantial evidence, is arbitrary capricious and is in contravention of the Commission's statutory authority.

Section 9. Water Industry Summary

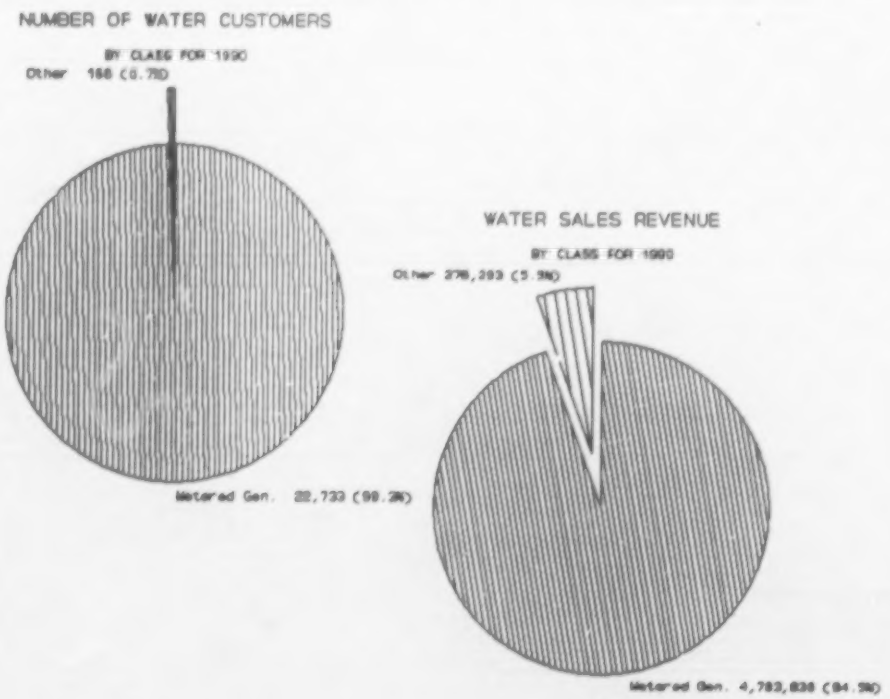
A. Highlights of 1991

In 1991, the largest local water distribution company filed a notice of intent to file for an increase in rates. Staff has begun investigating this request and will file expert testimony presenting its recommendations in 1992.

Staff continues to formulate appropriate regulations in response to Act 952 passed in 1989 by the 77th General Assembly. Under that Act, water companies may petition the Commission to come under its regulatory purview without meeting any minimum earnings levels criteria.

B. Water Customers and Sales Revenues By Class

The following graphs show: 1) the percentage of the metered general water customers in relation to the percentage of all other water customers; and, 2) the corresponding percentage of metered general water sales revenues to all other water sales revenues. As can be seen in comparing the two graphs, metered general customers account for over 99% of all customers, while sales to those customers only represent a little more than 94% of all sales revenues.



Section 9. Water Industry Summary

C. Statistical Summaries for Water

WATER COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

COMPANY	PLANT INVESTMENT	OPERATING REVENUES	RATIO (%) GROSS REV. /INVEST.
General Waterworks of Pine Bluff, Inc.	$17,386,331	$4,545,404	26.14%
Riviera Utilities	717,601	209,939	29.26%
Shumaker Public Service Corp.	697,703	304,786	43.68%
TOTALS	**$18,801,635**	**$5,060,129**	**26.91%**

WATER COMPANIES - ARKANSAS ONLY
CUSTOMERS; REVENUES; OTHER STATISTICS
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	REVENUES	AVERAGE REV./PER CUSTOMER
GENERAL WATERWORKS CORPORATION OF PINE BLUFF			
Metered General	19,884	$4,382,863	$210
Flat Rate General	0	0	0
Other	126	162,541	1,290
TOTALS	**20,010**	**$4,545,404**	**$227**
RIVIERIA UTILITIES			
Metered General	2,350	$209,939	$89
TOTALS	**2,350**	**$209,939**	**$89**

Section 9. Water Industry Summary

WATER COMPANIES - ARKANSAS ONLY
PLANT INVESTMENT; OPERATING REVENUES
YEAR ENDED DECEMBER 31, 1990

	NO. OF CUSTOMERS	REVENUES	AVERAGE REV./PER CUSTOMER
SHUMAKER PUBLIC SERVICE CORPORATION			
Metered General	499	$191,035	$383
Flat Rate General	0	0	0
Other	40	113,752	2,829
TOTALS	**539**	**$304,786**	**$564**
TOTALS	**22,899**	**$5,060,129**	**$221**

Section 9. Water Industry Summary

D. Water Docket Activity Summary

1. Commission Dockets

U Dockets

88-207-U
Riviera Utilities of Arkansas, Inc.

On December 30, 1988, certain metered customers of the Diamondhead Community filed a petition requesting that Riviera Utilities of Arkansas, Inc., (Riviera) become an APSC jurisdictional utility pursuant to Act 21 of 1988. Staff determined that Riviera met the criteria set forth in Act 21 and filed testimony on February 16, 1989. By Order No. 7, dated June 13, 1990, the Administrative Law Judge (ALJ) determined that the APSC had jurisdiction. The ALJ also ordered Riviera to file interim tariffs, subject to refund, which reflect the current rates. Further, the ALJ ordered Riviera to file a fully allocated cost of service study within 90 days and that a general rate case ensue to determine the appropriate rate structure for the utility.

On August 31, 1990, Riviera filed a Motion requesting an extension of time to file the cost of service study. Order No. 10, dated August 31, 1990, granted Riviera's request and directed the utility to file a fully allocated cost of service study on or before December 10, 1990. On December 10, 1990, Riviera filed its rate case. This filing was later supplemented on December 13, 1990.

For administrative purposes, in Order No. 12, the Administrative Law Judge transferred Riviera's rate case to Docket No. 91-003-U and scheduled a public hearing on April 10, 1991. This Order also suspended the tariffs filed on December 13, 1990. Order No. 13 of July 22, 1991, closed the Docket.

90-048-U
General Waterworks Corporation of Pine Bluff, Arkansas, Inc.

On April 2, 1990, General Waterworks Corporation of Pine Bluff, Arkansas, Inc., (General Waterworks) filed an Application for a general rate increase. In its Application, General Waterworks requested an overall annual revenue increase in the amount of $923,797 allocated

U Dockets (Cont'd.)

among its five customer classes. On November 7, 1990, General Waterworks and Staff filed a Joint Motion with the Commission stating that they had entered into a settlement agreement with respect to all issues in the case. Order No. 13, filed on November 13, 1990, approved a Stipulation and Agreement which was filed as a part of the Order and provided for a revenue deficiency of $373,000 and a revenue requirement of $4,718,589. This Docket was closed by Order No. 15, dated January 30, 1991.

90-193-U
Shumaker Public Service Corporation

Shumaker Public Service Corporation (Shumaker) filed a Petition for Declaratory Ruling that a stock transaction by its parent, Highland Industrial Park, Inc. (Highland), did not require Commission approval. Highland sought to pledge its stock in Shumaker as collateral for bonds issued by Highland. Staff researched the matter and filed Comments stating that no action by the Commission was required. Order No. 2, entered December 3, 1990, found that the proposed transaction did not require the authorization or approval of the Commission. Order No. 3, issued January 9, 1991, closed the Docket.

91-003-U
Riviera Utilities of Arkansas, Inc.

On December 10, 1990, in Docket No. 88-207-U, Riviera Utilities of Arkansas, Inc., (Riviera) filed a partial Application for approval of a general change in rates and tariffs. On December 13, 1990, Riviera supplemented its filing with Schedules G and H containing proposed tariffs.

On January 8, 1991, Riviera's rate case was transferred to Docket No. 91-003-U. Staff investigated the case and filed testimony in support of an increase less than that requested by Riviera. On April 19, 1991, Riviera and Staff filed a Joint Motion with the Commission stating that they had entered into a compromise Settlement Agreement with respect to all issues in the case. The Settlement Agreement stated that Riviera had a revenue requirement of $264,950. On April 24, 1991, the date of the hearing, Riviera filed certain tariffs, schedules, and regulations governing its rates, charges and general operation in conformity with the jointly

U Dockets (Cont'd.)

proposed Settlement Agreement. On May, 2, 1991, Riviera filed certain amendments to these tariffs, schedules and regulations for the purpose of correcting certain errors and omissions contained in the April 24, 1991, filing.

A public hearing was held on April 24, 1991. By Order No. 4, dated June 10, 1991, the Administrative Law Judge approved the Settlement Agreement. Further, the revised tariffs, rules and regulations filed with the Commission on April 24, 1991, and amended on May 2, 1991, were also approved. Order No. 8 of July 19, 1991 closed the Docket.

TF Dockets

91-127-TF
General Waterworks Corporation of Pine Bluff

On May 23, 1991, General Waterworks Corporation of Pine Bluff filed a tariff requesting approval of a private fire service charge that would apply to two new customers and be billed monthly. The proposed tariff would be entitled 1st Revised Sheet No. 5. The Company filed supplemental information regarding this tariff on May 28, 1991, and filed a revised 1st Revised Sheet No. 5 on June 21, 1991. Staff filed testimony recommending approval of the revised tariff on June 21, 1991. Order No. 1, dated July 12, 1991, approved the revised tariff. Order No. 2, dated August 21, 1991, closed the Docket.

91-179-TF
General Waterworks Corporation of Pine Bluff

On July 17, 1991, General Waterworks Corporation of Pine Bluff (Company) requested approval of a temporary tariff designed to reflect the Company's compliance with Act 1053 of 1991 of the Arkansas General Assembly. Staff filed testimony recommending approval of the tariff, Schedule No. 10, with an expiration date of July 31, 1993. Order No. 1, dated August 15, approved the tariff. Order No. 2, dated September 20, 1991, closed the Docket.

Section 9. Water Industry Summary

TF Dockets (Cont'd.)

91-188-TF
Riviera Utilities of Arkansas, Inc.

On July 30, 1991, Riviera Utilities of Arkansas, Inc., (Riviera) filed a letter requesting approval of PSC Schedule Number 4, Original Sheet No. 1, which is a temporary tariff designed to reflect Riviera's compliance with Act 1053 of 1991 of the Arkansas General Assembly. Pursuant to Act 1053 of 1991, Riviera will collect fifteen cents per service connection per month for a period of two years. Each customer's bill will include this monthly charge which will be labeled "Fee for Federal Safe Drinking Water Act Compliance." The collection of these fees will begin on July 1, 1991, and cease on and after July 1, 1993. Staff filed testimony on August 23, 1991, recommending approval of this tariff. This tariff was approved by Order No. 1, issued on August 27, 1991, with an expiration date of July 31, 1993. The Docket was closed by Order No. 2, issued on October 1, 1991.

91-199-TF
Shumaker Public Service Corporation

On August 15, 1991, Shumaker Public Service Corporation (Company) filed a letter requesting approval of PSC Schedule Number 6, which is a temporary tariff designed to reflect the Company's compliance with Act 1053 of 1991 of the Arkansas General Assembly. Pursuant to Act 1053 of 1991, the Company would collect fifteen cents per service connection per month for a period of two years. Each customer's bill would include this monthly charge which will be labeled "Fee for Federal Safe Drinking Water Act Compliance." The collection of these fees began on July 1, 1991, and will cease on and after July 1, 1993. Staff filed testimony on August 23, 1991, recommending approval of this tariff. The Commission approved this tariff by Order No. 1, issued on August 15, 1991, with an expiration date of July 31, 1993. The Docket was closed by Order No. 2 issued on October 2, 1991.

Section 9. Water Industry Summary

C Dockets

91-256-C
Camelot Apartments vs. General Waterworks Corporation of Pine Bluff, Arkansas, Inc.

The Complainant alleged that General Waterworks of Pine Bluff, Ark., Inc., (GWPB) wrongfully accused the Complainant of bypassing the water meter. As a result, GWPB billed the Complainant for estimated usage for the period of July 18, 1990, through October of 1991, and an additional deposit for tampering. The parties resolved the Complaint and, on November 5, 1991, Camelot Apartments formally withdrew the Complaint. Order No. 2, dated November 12, 1991, dismissed the Complaint.

Section 10. Generic Docket Activity

A. Generic Gas Dockets

R Dockets

91-056-R
Revisions to the Arkansas Gas Pipeline Code.

On March 6, 1991, Staff filed a petition to open a rulemaking proceeding for the purpose of proposing changes and revisions to the Arkansas Gas Pipeline Code. The purpose of the proposed changes and revisions was to enhance the minimum safety standards prescribed by the Arkansas Gas Pipeline Code. After notice and hearing, the designated Administrative Law Judge issued Order No. 3, which found the proposed amendments to be in the public interest and approved their effectiveness as of the date of his Order, June 6, 1991.

B. Generic Electric Dockets

U Dockets

U-2811
Arkansas Electric Cooperative Corporation

After a staff examination of Arkansas Electric Cooperative Corporation's (AECC) June 6, 1990, filing, AECC reduced the demand charge to member cooperatives by $0.96 per kilowatt. The reduction was approved by the Commission in Order No. 13 on August 26, 1991.

Each of the sixteen cooperatives served by AECC filed proposals with the Commission detailing their response to the wholesale rate reduction. Nine of the sixteen cooperatives proposed to flow-through the rate reduction in the form of reduced rates charged to retail customers. Staff reviewed the proposed rate reductions, and filed testimony recommending approval of the reductions, which were subsequently approved by Commission Order.

Three other cooperatives, Petit Jean, First Electric, and Southwest Arkansas, proposed partial rate reductions that became effective by operation of law.

The remaining four cooperatives filed proposals to maintain their current rates and thereby retain the benefits of the rate reduction. Staff subsequently filed a motion with the Commission requesting that the remaining four cooperatives reduce their rates. The Staff motion is currently pending before the Commission.

U Dockets

C. Generic Telecommunications Dockets

82-305-U
Customer Premise Equipment

On November 15, 1982, the Staff of the Commission filed a Motion asking the Commission to implement a proposal to deregulate customer premise equipment. This Docket was established as a generic proceeding to address that Motion.

On January 14, 1983, by Order No. 5, the Commission adopted and approved a Final Plan for the detariffing and deregulation of customer premise equipment, and directed all utilities to submit tariffs to unbundle customer premise equipment charges.

In accordance with Order No. 5, each telephone company filed tariffs addressing the detariffing plan. After all filings were approved, Order No. 54 closed the Docket on January 17, 1991.

86-159-U
Arkansas Carrier Common Line Pool

This Docket was established and remains open to address intrastate access charge issues. Those issues are related to non-traffic sensitive revenue requirements, the carrier common line pool, and the universal service fund.

86-160-U
Access Charges

This Docket was established and remains open to address the elements of intrastate access charges that are to be maintained at parity with interstate access charges. All local exchange telephone companies are required to file their intrastate access tariffs in this Docket.

88-091-U
Access Charges

In this Docket, the method by which common line costs are recovered was changed and the Arkansas Intrastate Carriers Common

Section 10. Generic Docket Activity

U Dockets (Cont'd.)

Line Pool was established to replace the Arkansas InterLATA Carrier Common Line Pool. Now, all interexchange carriers and Local Exchange Companies contribute to the recovery of common line costs. At the same time, a reduction in intraLATA toll rates of $11.1 million was put into effect.

90-105-U
Optional Toll Calling Plan

The Local Exchange Companies in Arkansas filed a proposed Experimental Optional Calling Plan in this Docket to provide discounted toll calling options for telephone customers in Arkansas. The proposed plan provided three options: 1) calling to a designated point which met certain qualifications; 2) calls within a 26 mile circle; and, 3) calls within the LATA. After modifications were made to meet concerns expressed by the Administrative Law Judge, the plan was approved by the Commission on January 25, 1991. This is an experimental plan and the Docket will remain open for further Commission orders.

90-133-U
Non-Traffic Sensitive Cost Allocations

This Docket was established in response to a Petition filed by the Staff of the APSC asking that the question of allocation of non-traffic sensitive costs between toll and local service rates be addressed by the Commission. The Docket is pending, but the decision could have a tremendous effect on the costs allocated to toll service by the Local Exchange Companies and therefore, on the toll rates charged in Arkansas. Staff is advocating that a significant portion of costs be shifted from toll to local rates. A hearing was held on August 27, 1991. Order No. 9, issued on October 1, 1991, ordered a reduction in AITP rates of approximately $15,000,000. and a reduction in the intrastate carrier common line charges of approximately $4,129,000. The Order rejected the portions of the Joint Stipulation providing for revenue replacement for the local exchange companies as a result of implementation of these toll rate reductions. On November 19, 1991, Order No. 11 granted a rehearing of Order No. 9.

U Dockets (Cont'd.)

90-209-U
Customer Owned Coinless Telephones

This Docket was established to determine if the provision of service by customer-owned coinless public telephones (such as card reader telephones) is in the public interest. A public hearing was held on February 19, 1991. Order No. 4, issued on August 19, 1991, disallows intrastate service of customer-owned coinless public telephones, and allowed AT&T to continue offering intrastate service to its existing 200 coinless telephones but disallowed any increase in number or locations. The Order also directed the local exchange telephone companies to not provide access, billing and collection or validation service for intrastate operation of customer-owned coinless public telephone in Arkansas. On December 16, 1991, AT&T filed Notice of Appeal of Order No. 4 with the Arkansas Court of Appeals.

91-051-U
Title IV of the Americans With Disabilities Act of 1990

This Docket was initiated by the Commission to provide a forum for all telecommunications utilities in Arkansas that are required to comply with Title IV of the Americans With Disabilities Act of 1990. A proposal for compliance has been approved by the Commission.

D. Generic - All Utilities Dockets

U Dockets

U-2266
Arkansas Power and Light Company, Arkansas Western Gas Company, et al.

On September 10, 1990, Arkansas Power and Light Company (AP&L) filed an Application requesting that certain marketing programs be exempted from the requirements of the Rules and Regulations Governing Promotional Practices of Electric and Gas Public Utilities, adopted July 1, 1971. On December 7, 1990, AP&L filed a Motion to Withdraw its Application. Order No. 4, issued by the Commission on January 8, 1991, granted the Motion, dismissed the Application, and

U Dockets (Cont'd.)

closed the Docket. Future review of the Commission's rules regarding promotional practices shall be accomplished within the scope of Docket 90-205-R.

89-060-U
Take or Pay for Gas & Electric Utilities

On March 28, 1989, Staff filed a Motion to Obtain Information on Take-or-Pay Charges. In Order No. 1, entered on April 11, 1989, all Arkansas Public Service Commission jurisdictional natural gas and electric utilities were directed to file information regarding take-or-pay charges no later than sixty days from the date of the Order. The utilities filed the requested information beginning on April 11, 1989, and ending on August 8, 1989. Order No. 2, entered by the Commission on December 15, 1991, closed this Docket.

90-177-U
Customer Deposit Interest Rate

In accordance with Ark. Code Ann. Section 23-4-206, the Commission holds a hearing each year to determine the appropriate interest rate to be paid by utilities on customer deposits. The Staff filed testimony recommending 7.5% per annum for 1991. Order No. 3, issued December 6, 1990, adopted the Staff's recommendation. Order No. 5, issued January 9, 1991, closed the Docket.

91-245-U
Customer Deposit Interest Rate

In accordance with Ark. Code Ann. Section 23-4-206, the Commission holds a hearing each year to determine the appropriate interest rate to be paid by utilities on customer deposits.

The Staff filed testimony recommending 6.00% per annum for 1992. Order No. 3, issued December 10, 1991, adopted the Staff's recommendation.

Section 10. Generic Docket Activity

C Dockets

90-200-C
Allan Douglas Hampton vs. Arkansas Public Service Commission

The Complainant, Allan Douglas Hampton (Hampton) alleged that the customer charge approved by the Commission and included on monthly bills from Arkansas Louisiana Gas Company and Arkansas Power & Light Company were of no benefit to him and that he receives no consideration or remuneration for his monies spent.

In Order No. 1, issued December 16, 1990, the Commission dismissed the Complaint citing Ark. Code Ann. Section 23-3-119, which provides for the adjudication by the Commission of individual disputes between consumers and the public utilities which service them and does not permit the filing of a formal Complaint against the Commission as the Complainant had attempted to do in this Docket. Order No. 2, issued January 9, 1991, closed the Docket.

R Dockets

90-205-R
Rules Governing Promotional Practices of Electric and Gas Utilities

On November 26, 1990, by Order No. 1, the Commission established this proceeding for the purpose of reviewing the Commission Rules And Regulations Governing Promotional Practices of Electric And Gas Public Utilities. Order No. 1 made all jurisdictional electric and gas utilities parties to this generic rule-making proceeding and invited any other interested persons or entities to participate as parties without the need for filing petitions to intervene. Order No. 1 also established a procedural schedule which permitted the filing of initial and reply comments by any party and directed the jurisdictional gas and electric utilities to file a complete description of all current marketing promotional practices in which they were currently engaged and which fall within the purview of the present Rules. Furthermore, all the utilities were directed to respond in writing to a series of questions propounded by the Commission.

After reviewing the initial comments and pleadings, the Commission entered Order No. 4 on February 26, 1991, which denied certain motions filed by various parties to this proceeding. On May 7 and 8, 1991, a public hearing was conducted by the Commission during which pre-filed initial comments and responses to the Commission's questions, as well as the pre-filed reply comments of the parties, were

R Dockets (Cont'd.)

accepted and admitted into the record of this proceeding. Oral comments were allowed and all parties were given the opportunity to ask clarifying questions of each of the witnesses present. Public comment and post-hearing comments were also received by the Commission.

On November 7, 1991, by Order No. 12, the Commission issued its proposed Revised Commission Rules and Regulations Governing Promotional Practices of Electric and Gas Public Utilities. Order No. 12 also established a procedural schedule for receiving pre-filed written comments on the proposed rules and set a public hearing for December 18, 1991. That hearing was held as scheduled.

91-006-R
Revisions to the Rules of Practice and Procedure

On January 11, 1991, the Commission issued Order No. 1, establishing this Docket for the purpose of evaluating the Commission's Rules of Practice and Procedure. In Order No. 1, the Commission expressed its intention to appoint a select committee of attorneys who have significant utility regulatory experience to review the current rules and to recommend new and/or amended rules. This committee will be instructed to conduct a review of the current Rules and to recommend any new or amended rules deemed appropriate. After the committee has proposed any revisions, a procedural schedule will be established and a public hearing will be held to consider comments and recommendations.

Section 11.
Federal Regulatory Agency Activity

A. Gas Industry

1. Gas Issue Summary

Gas Summary

During 1991, the natural gas industry continued its evolution toward a more competitive natural gas market. In 1991, issues in the industry were dominated by several major Federal Energy Regulatory Commission (FERC) rulemakings.

Touted as the final step to achieving the goal of a more market-oriented industry, on July 31, 1991, FERC issued the "Mega-NOPR" to improve the competitive nature of the interstate natural gas pipeline industry by revising its regulations to restructure the services offered by pipelines.

The proposed regulations addressed a number of issues, including: 1) unbundling of sales and transportation services; 2) pregranted abandonment for unbundled sales and interruptible and short-term transportation services; 3) comparability in the quality of service for all gas supplies; 4) reallocation of pipeline capacity; and 5) rate design. After issuance of a final rule, expected in 1992, FERC has proposed to implement that final rule by instituting restructuring proceedings to begin 30 days after the effective date. On October 15, 1991, the Arkansas Public Service Commission filed initial comments in the Mega-NOPR proceeding.

On September 20, 1991, FERC issued Final Rule No. 555 to revise its regulations governing authorizations to construct natural gas pipeline facilities and its related environmental regulations. The final rule included two "menu" options, one for construction authorizations and the other for cost recovery. The final rules exempted the construction of section 311 facilities from the certificate requirements of section 7 of the Natural Gas Act. The final rules also created a new "at risk" feature to govern the recovery of pipeline construction costs. The final rules also revise the environmental procedures for pipeline construction. Because of the number of rehearing requests, FERC postponed the November 19, 1991 effective date of the final rule.

Also, on September 20, 1991, FERC issued Final Rule No. 537 which amended the regulations governing transportation by intrastate and

Gas Summary (Cont'd.)

interstate natural gas pipelines under section 311 of the Natural Gas Policy Act of 1978. The final rule expanded FERC's "on behalf of" definition which required LDCs or interstate pipelines to take title to or transport gas at some point in a section 311 transaction. Under the expanded definition, the intrastate or LDC must provide written certification supporting the section 311 transaction. Based on requests by a number of parties, FERC has also granted rehearing of this rule.

During 1991, in the U.S. Congress, major legislative initiatives were introduced to provide for a national energy policy. In the area of natural gas, most of the proposed bills included measures to simplify and streamline current regulatory requirements for new natural gas pipeline construction. Although Congress did not pass any of the energy legislation, it is expected that new versions of the bills will be introduced in 1992.

The APSC has monitored or has been actively involved in the above major natural gas issues of 1991 which affect Arkansas natural gas consumers and utilities.

2. Gas Docket Activity Summary

Case No. RP89-248-000
Mississippi River Transmission Corporation

The Arkansas Public Service Commission (APSC) intervened in the NGA 4 rate case filing in this Docket. On September 29, 1989, Mississippi River Transmission Corporation (MRT) filed an Application seeking an annual rate increase of $23.5 million. The APSC intervened in this case to evaluate the rate impact of this filing on Arkansas' local distribution companies. Also, the APSC intervened to gain insight into MRT's response to the Federal Energy Regulatory Commission's (FERC) new rate design policy statement. Settlement discussions were held in this proceeding.

On May 20, 1991, MRT filed a base and interim settlement. On June 21, 1991, the uncontested settlement was certified to the FERC. On August 7, 1991, FERC issued an Order approving the settlement.

Section 11.
Federal Regulatory Agency Activity

B. Electric Industry

1. Electric Issue Summary

Electric Summary

Competition and the environment continued to be the dominant concerns of the electric utility industry in 1991. Federal legislative proposals in comprehensive national energy bills before both houses of Congress sought to set policy for the changing structure of the electric industry. Although the Federal Energy Regulatory Commission (FERC) continued its case-by-case approach to policy issues, it also opened a generic proceeding on electricity issues to determine whether policy guidelines could be established, where appropriate. The Environmental Protection Agency (EPA), the FERC, and state public service commissions began promulgating rules and regulations for the implementation of the multi-faceted Clean Air Act Amendments, signed into law in 1990.

With regard to competition, several amendments to the Public Utility Holding Company Act (PUHCA) were proposed in Congress and have been passed by the U.S. Senate. It is anticipated that the U.S. House of Representatives will pass similar legislation and that comprehensive energy legislation will be signed into law by the President in 1992. The proposed changes to PUHCA would eliminate the barriers to electric utility holding companies' forming subsidiaries for independent power production and, thereby, playing a major role in the wholesale electricity market. The result of PUHCA reform through federal legislation would be increased competition in the electric utility industry.

Another aspect of the federal legislation is its proposed amendment of the Public Utility Regulatory Policies Act (PURPA). As embodied in comprehensive energy legislation, it is the intent of the Congress that state public service commissions consider adopting integrated resource planning rules for electric utilities and adopting cost recovery mechanisms for conservation expenditures undertaken by electric utilities to benefit their customers. The purpose of these amendments is to encourage conservation and load management, which would delay the need for the construction of new power plants and, concurrently, benefit consumers through lower bills.

Section 11.
Federal Regulatory Agency Activity

Electric Summary (Cont'd.)

In addition to continuing its case-by-case approach, the FERC also held a generic proceeding in 1991, covering the topics of market-based pricing of wholesale transactions, integrated resource planning, transmission access and pricing, mergers and acquisitions, and the Clean Air Act Amendments of 1990. The FERC has announced its intention of developing safe-harbor guidelines for wholesale filings. In several specific cases, the FERC set policy for transmission by refusing to mandate that electric utilities give access to third parties and by protecting native-load customers from harm due to electric utilities' transmitting for third parties.

With regard to the environment, the implementation of the Clean Air Act Amendments of 1990 will mean vast changes in utility generation planning because it sets a permanent tonnage cap for sulphur dioxide emissions from fossil-fueled plants. The EPA has promulgated rules for assigning allowances to the electric utilities and for an allowance trading system. A unique feature of this legislation is an emissions allowance trading system, which will help electric utilities comply by allowing them to sell the right to produce emissions to other utilities and which will also lower the total national cost of compliance. Through the efforts of the APSC, NARUC, and the Arkansas Congressional delegation, bonus allowances were assigned to clean states like Arkansas for already having emissions in compliance with adopted standards. The FERC has also promulgated rules for electric utility accounting for these allowances.

In summary, competition and the environment were the major issues for the electric industry in 1991 at the federal level. These issues, as well as federal dockets specific to Arkansas utilities, resulted in increased APSC activity at the federal level.

2. Electric Docket Activity Summary

EL90-16-000
Louisiana Public Service Commission v.
System Energy Resources, Inc.

In February, 1990, the Arkansas Ppublic Service Commission (APSC) joined with the Louisiana Public Service Commission, the Mississippi Public Service Commission, The City of New Orleans, and

Electric Docket Activity (Cont'd.)

the State of Mississippi in filing a Complaint with the Federal Energy Regulatory Commission (FERC). The Complaint was filed against SERI, the owner of 90 percent of the Grand Gulf 1 Nuclear Generating Facility. The APSC and the other regulatory agencies filing this Complaint have an over-riding interest in ensuring that rates charged by SERI are just and reasonable. The rates charged by SERI become a component of the retail revenue requirement charged by Arkansas Power and Light Company and the other operating companies of the Entergy System. Issues raised in the Complaint filing included return on equity, equity ratio, the calculation of cash working capital, and the transfer cost of property related to the canceled Grand Gulf II plant. This Docket was consolidated with Docket No. ER89-678-000 on May 24, 1990.

EL90-45-000
Louisiana Public Service Commission v.
Entergy Services, Inc.

The Louisiana Public Service Commission filed a Complaint asserting that the rate of equity under the System Agreement between Entergy Services, Inc., and the four Entergy operating companies - Arkansas Power & Light Company, Louisiana Power & Light Company, Mississippi Power & Light Company, and New Orleans Public Service, Inc. - should be reduced to a just and reasonable level. This Docket consolidated with Docket Nos. ER89-678-000 and EL90-16-000, in which the Arkansas Public Service Commission intervened, on February 20, 1991.

PL91-1-000
Public Conference and Request for Comments
on Electricity Issues

On April 12, 1991, the Federal Energy Regulatory Commission (FERC) requested comments on the current state and future direction of the electric utility industry in light of emerging changes in the following areas: market-based pricing of wholesale transactions; integrated resource planning; transmission access and pricing; mergers and acquisitions; and the Clean Air Act Amendments of 1990. In addition to

Section 11.
Federal Regulatory Agency Activity

Electric Docket Activity (Cont'd.)

filing comments on these issues, the Arkansas Public Service Commission (APSC) was represented by Commissioner Patricia Qualls at the Public Conference held at FERC on June 18, 1991. The FERC Commissioners issued follow-up questions stemming from the issues raised at the Public Conference, to which the APSC replied. The FERC Commissioners have continued the dialogue begun in this Docket by scheduling two workshops with state regulators: one held in October on market-based pricing and integrated resource planning; and one held in December on transmission issues and the Clean Air Act Amendments of 1990.

EF91-4011
Southwestern Area Power Administration

The Southwestern Area Power Administration (SWPA) filed for approval of a $12.4 million, or 14.4%, rate increase to be phased-in in two steps; on October 1, 1990 (8.6%), and on April 1, 1992 (5.8%). SWPA modified its original proposal to a two-phase rate increase as a result of the concerns raised by the Arkansas Public Service Commission in its intervention. SWPA's proposed rates will remain in effect through September 30, 1994. Arkansas Electric Cooperatives Corporation purchases 189 megawatts of peaking power from SWPA as well as additional excess energy SWPA makes available to firm service customers. The Federal Energy Regulatory Commisson approved SWPA's rate increase on a final basis on September 18, 1991.

ER91-165-000
Entergy Services, Inc.

In December 1990, Entergy Services, Inc., (Entergy) filed an Interchange Agreement with Oglethorpe Power Corporation, a generation and transmission electric cooperative located in Georgia, on behalf of the Entergy Operating Companies: Arkansas Power and Light Company (AP&L), Louisiana Power & Light Company (LP&L), Mississippi Power & Light Company (MP&L), and New Orleans Public Service, Inc. (NOPSI). This Agreement was necessary in order to allow Entergy Power, Inc., a wholesale subsidiary of Entergy with generating facilities

Electric Docket Activity (Cont'd.)

in Arkansas, transmission access and, thus, a means to sell its capacity and energy to Oglethorpe. Both the Arkansas Public Service Commission and the Mississippi Public Service Commission intervened. This agreement is reciprocal and contains service schedules for replacement energy, economy energy, emergency service, limited firm capacity and energy, transmission service by each operating company for Oglethorpe, and transmission service by Oglethorpe for each operating company. Entergy later amended the filing by replacing the charging of cumulative transmission rates for transactions involving more than one operating company with the charging of only the highest operating company transmission rate for such transactions. AP&L also amended the filing by eliminating additional charges for altering system dispatch to accommodate transmission for Oglethorpe, a form of opportunity cost pricing. The Federal Energy Regulatory Commission approved the amended rates on July 31, 1991.

ER91-195-000
Pacific Gas and Electric

On March 12, 1987, the Federal Regulatory Energy Commission (FERC) approved the Western Systems Power Pool Agreement (WSPP), which implemented an experiment to test whether flexible, nontraditional pricing for traditional coordination and transmission services would increase efficiency and competition in the bulk power market. On January 2, 1991, Pacific Gas and Electric Company, on behalf of the forty members of WSPP, including Arkansas Power & Light Company and Southwestern Electric Power Company, asked the FERC to make the experimental pricing pool permanent effective April 30, 1991, for a period of ten years and presented an independent study demonstrating the savings from transactions since the pool's inception in 1987. Fifty-one interested parties, including the Arkansas Public Service Commission (APSC), intervened in this Docket.

In Orders issued April 23, 1991, and June 27, 1991, the FERC approved the continuation of the WSPP, conditioned upon the following: 1) since WSPP members had failed to demonstrate the lack of market power necessary for the FERC to allow market-based rates, the FERC devised a compromise of setting a cost-based ceiling for coordination services at the higher of the selling utility's costs or pool-wide average

Electric Docket Activity (Cont'd.)

costs; and, 2) the FERC also allowed Qualifying Facilities under the Public Utility Regulatory Policies Act to become members of WSPP if they waive their avoided cost sales rights for any sales made through the WSPP. The WSPP filed an amended agreement in compliance with the FERC's orders, but the case has been appealed to the U.S. Court of Appeals, District of Columbia Circuit.

ER89-678-000
Systems Energy Resources, Inc.

The Arkansas Public Service Commission (APSC) intervened in this filing in which System Energy Resources, Inc. (SERI) requested an increase in their decommissioning cost revenue requirement associated with the Grand Gulf I Nuclear Plant. Other related accounting and billing format issues were also to be addressed in the proceeding.

Subsequently, in February 1990, the APSC joined with the Louisiana Public Service Commission, the Mississippi Public Service Commission, The City of New Orleans, and the State of Mississippi in filing a Complaint with the Federal Energy Regulatory Commission (FERC).

Additionally, the Louisiana Public Service Commission filed another Complaint asserting that the rate of return on equity under the System Agreement between Entergy Services, Inc., and the four Entergy operating companies - Arkansas Power & Light Company (AP&L), Louisiana Power & Light Company (LP&L), Mississippi Power & Light Company (MP&L), and New Orleans Public Service, Inc. (NOPSI) should be reduced to a just and reasonable level. The APSC intervened in this matter which was assigned Docket No. EL90-45-000.

By order of the FERC, the above Dockets were consolidated into one proceeding, and the issues implicit in these Dockets were set for hearing during 1991. Ultimately, the various parties to the above proceedings were able to reach agreement on the issues which resulted in the subsequent approval by the FERC of a Settlement Agreement in September, 1991. The APSC is currently addressing (APSC Docket No. 91-220-U) a proposed 16.1 million dollar refund for the Arkansas retail portion of a total SERI refund to the System Operating Companies which resulted from the FERC approved Settlement.

Section 11.
Federal Regulatory Agency Activity

C. Telecommunications Industry

1. Telecommunications Issue Summary

Telecommunications Summary

The decade of the 1980's was marked by dramatic changes to the telecommunications industry. These changes were often initiated by the courts and federal regulatory authorities and include the break-up of "Ma Bell" as well as the initial appearance of competition in many communications markets. The 1990's are also being marked by significant, if less dramatic changes to this industry. These changes will impact Arkansas users of telecommunication services.

A carryover policy discussion of 1990 was the implementation of the Federal Communications Commission's Open Network Architecture plan. In November of 1991, the Bell Companies (BOC) filed tariffs at the FCC which initiated implementation of that body's vision of an "open network". The FCC believes that this regulatory mechanism will ensure that much of the Bell Companies network will be unbundled and available on a non-discriminatory basis to all enhanced service providers. Similar tariffs will be filed before the Arkansas Public Service Commission during early 1992.

The FCC also initiated two additional proceedings that have the potential of significantly impacting Arkansas. One of these proceedings will influence how costs are recovered from users of the network, primarily interexchange carriers and large business customers.

Currently, the FCC is considering a proposal to require the Bell Companies to allow their competitors to place equipment in BOC switching offices. Although simple in conception, the impact on BOC customers will be important. The action contemplated could result in stranded telephone company investment and higher rates.

The other FCC proceeding of significance addresses the provision of "video dialtone". This proceeding is focused on the provision of video services by telephone companies. Issues before the FCC in this proceeding include franchising authority, jurisdictional authority over "video dialtone", cost allocation, and the ability of the telephone companies to provide programming. At this time, it appears that this proposal by the FCC may be the result of dissatisfaction with cable

Section 11.
Federal Regulatory Agency Activity

Telecommunications Summary (Cont'd.)

television's rates and services as well as recent concerns over the state of the domestic communications infrastructure.

Congress was also active in the areas of new services and cable television during 1991. Congress continued its discussion and examination of the cable television industry. In addition, Congress was active in the areas of restricting the activities of telemarketing firms. Congress also continued its review of the current restrictions under the Modified Final Judgment (MFJ).

The MFJ resulted in the break up of AT&T into the regional Bell Companies. Under the terms of the MFJ, the Bell companies are prohibited from manufacturing communications equipment, providing many long distance (interLATA) services, and, until 1991, providing information services. Judge Harold Greene, who presides over the MFJ, eliminated the information services restriction. His action could result in the ubiquitous provision of information services to the general public by the Bell Companies.

The Arkansas Public Service Commission has been active in all of these issues. This participation insures that the interests of Arkansas ratepayers are represented before federal agencies and the Congress.

2. Telecommunications Docket Activity Summary

CC89-79

On May 9, 1989, the FCC issued a Notice of Proposed Rule-making to determine how to best integrate the interstate ONA tariffing policies in the existing federal access charge rules (Part 69). Comments and replies were filed by this Commission as a member of the Southwestern Regional Regulatory Group (SWRRG) during August and October, 1989.

SWRRG had a number of concerns regarding the notice. These include the issues of jurisdiction, pricing, and the effect on the current enhanced services market. On July 11, 1991, the FCC issued an order in this proceeding which established guidelines for the federal tariffing of ONA services. Existing access services will be unbundled into separate access arrangements and features. The initial tariffs were filed

Telecommunications Docket Activity Summary (Cont'd.)

by the Bell Companies on November 1, 1991. Non-Bell company enhanced service providers will continue to be exempted from paying access charges. They will be able to continue to provide their services using flat rate business lines purchased from the intrastate local exchange tariffs.

Section 12. Federal Dockets on Appeal

Dockets On Appeal From Federal Regulatory Agencies

Telecommunications Docket Activity

Case No. 86-1678
National Association of Regulatory Utility Commissioners v. Federal Communications Commission
U.S. Court of Appeals D.C. Circuit

On July 7, 1991, the Court upheld the findings of the Federal Communications Commission, in part, and remanded the FCC Order for reconsideration. Fully one year later, the FCC issued a Notice of Proposed Rulemaking to solicit comments on the appropriate treatment of inside wire maintenance. To date, the FCC has not issued a ruling in compliance with the Federal Court remand.

Case No. 87-7230
State of California v. Federal Communications Commission
U.S. Court of Appeals Ninth Circuit

The Commission has joined petitioner seeking review of the Federal Communications Commission preemption of state jurisdictions related to implementation of the FCC Computer III decisions. These decisions would allow the telephone companies the opportunity to provide service to "Enhanced Service Providers" without "conventional" regulatory oversight.

On June 6, 1990, the Court vacated the Computer III orders. The Court concluded that the FCC had failed to justify its new regulatory scheme as designed in Computer III and had acted in an arbitrary and capricious manner.

As a consequence, the FCC issued a Notice of Proposed Rulemaking on December 17, 1990, seeking clarification. No decision has been issued from the FCC in this matter to date.

Section 13.
Commission Review of Utility Operations

A. Informal Customer Inquiries and Complaints

During 1991, 22,326 Arkansas customers contacted the Commission's Consumer Services Office regarding utility issues. Of those 22,326 contacts, 1,480 were classified as complaints. The other 20,801 contacts fall into several general categories:

* calls requesting information or referrals - (17%);
* calls referred to utility companies because the customer had not tried to resolve the complaint before contacting the PSC - (42%);
* calls from customers and utilities concerning potential, open and closed complaints - (5%);
* administrative/other calls - (28%); and,
* lost calls - calls which are terminated by the calling party (1%).

Although complaints represent only 7% of all contacts through Consumer Services, they require a significant amount of time and resources. Complaints involve numerous contacts with utility personnel and Staff members as well as extensive research to ensure compliance with Commission rules and approved tariffs. Many also require additional technical analysis, field investigation, and written reports.

Staff members resolved many issues through individual complaints during 1991 ultimately affecting large numbers of Arkansas customers. Some examples of those issues are:

* refusal to enter delayed payment agreements;
* changes in billing cycles which resulted in overcharges;
* estimated billing for more than two months;
* installation delays resulting from estimated service dates based on average time instead of customer facilities;
* poor service quality; and,
* alternative operator services.

Section 13.
Commission Review of Utility Operations

MAJOR CATEGORY COMPLAINT SUMMARY BY INDUSTRY
YEAR ENDED DECEMBER 31, 1991

WRITTEN COMPLAINTS

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
BILLING	43	58	18	4	123
SERVICE QUALITY	18	11	4	0	33
SERVICE REQUESTS	27	6	3	0	36
SUBTOTALS	88	75	25	4	192

VERBAL COMPLAINTS

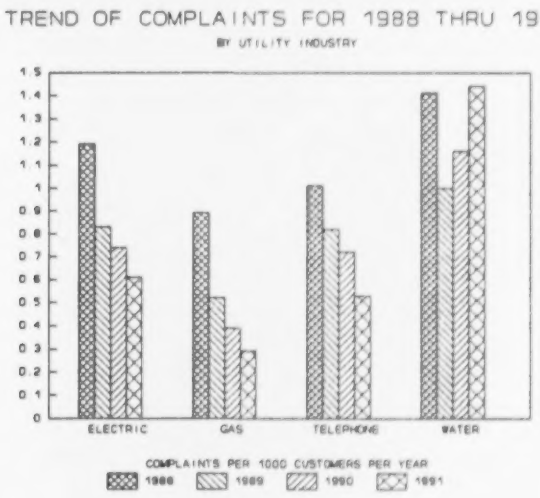
TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
BILLING	261	425	108	23	817
SERVICE QUALITY	128	58	20	2	208
SERVICE REQUESTS	171	70	18	4	263
SUBTOTALS	560	553	146	29	1,288
TOTALS	**648**	**628**	**171**	**33**	**1,480**

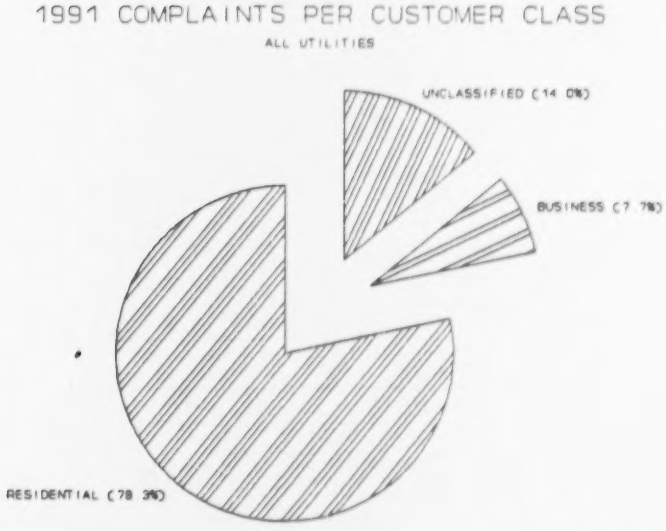
Documentation of several new items began in 1987 for each complaint. From these fields of information, complaints are now analyzed in a variety of new ways. Complaint issues are now identified more specifically both for utility industry groups and for individual utilities. The following charts and tables use the new information to provide analyses which should be useful both to regulated utilities and to their customers.

Section 13.
Commission Review of Utility Operations

The following pages represent annual trends (bar graphs) and analyses of 1991 consumer complaints processed by the Consumer Services Office of the Arkansas Public Service Commission.

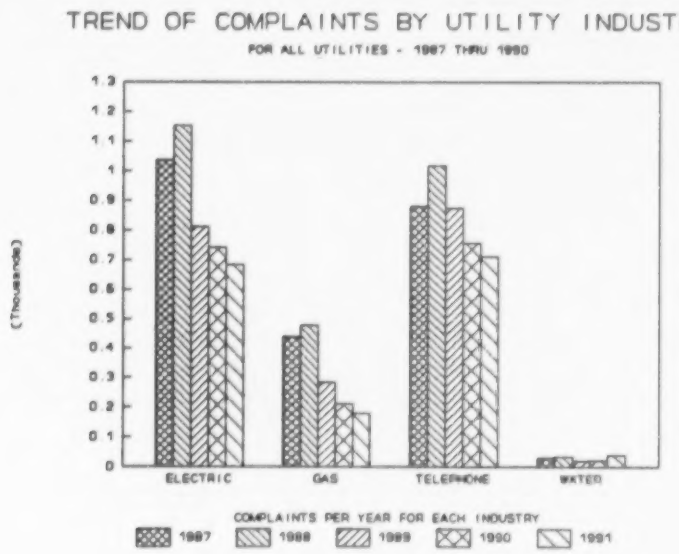
The first chart on this page displays the ratio of consumer complaints per 1000 customers for each industry during the years 1988 through 1991. The second chart shows the 1991 percentages of complaints for each customer class.

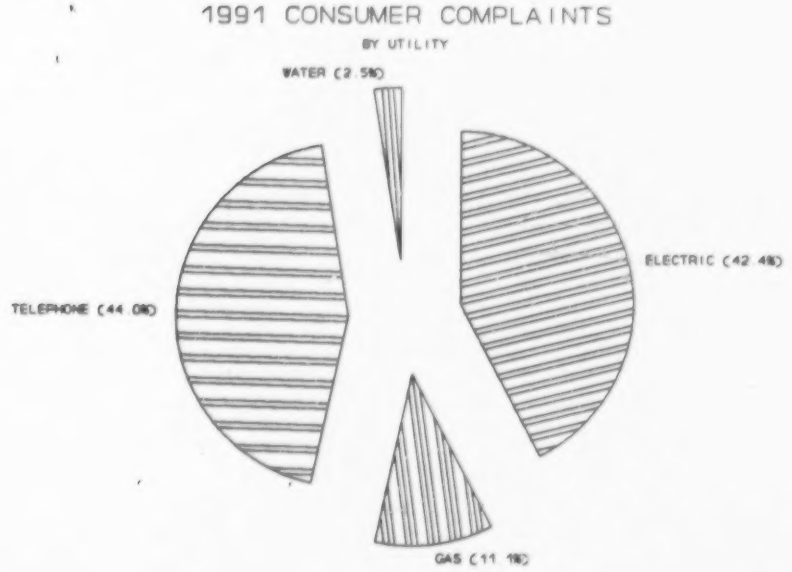




Section 13.
Commission Review of Utility Operations

The first chart on this page shows the trend of total complaints by utility industry for the years 1987 through 1991. The second chart shows the share of complaints by industry for 1991.

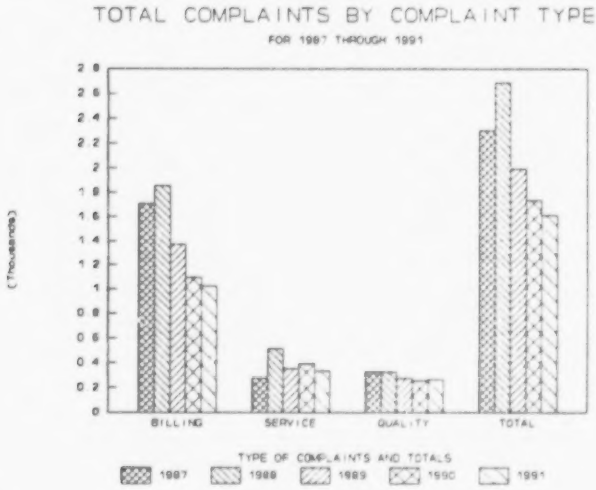




Section 13.
Commission Review of Utility Operations

The first chart on this page separates the complaint totals by type of complaint (rather than by industry) for 1987-1991. Complaints are categorized as Billing, Quality (of service), and (new and changed) Service (applications).

The second chart on this page presents the ratio of complaints by category for 1991.



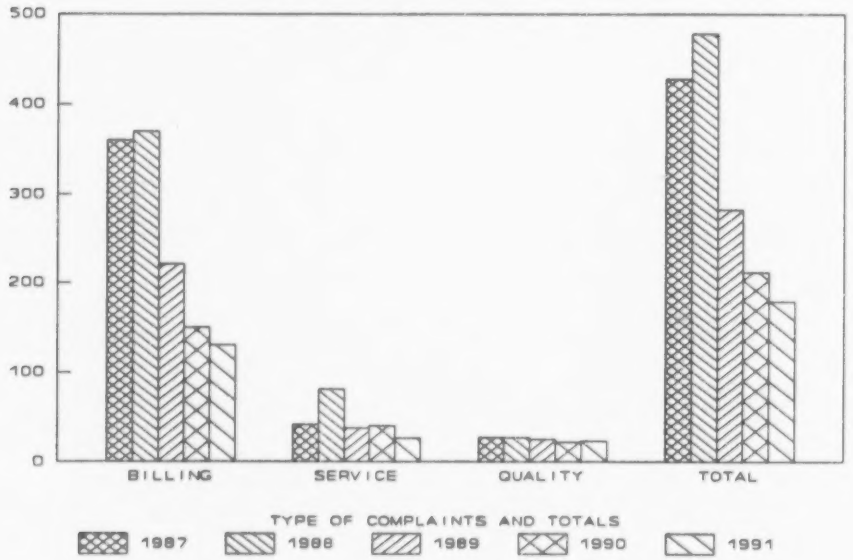
Section 13.
Commission Review of Utility Operations

The charts on the following four pages separate complaint data into the gas, electric, telephone, and water industry groups and present the ratio of complaints by category for each industry.

GAS COMPLAINTS

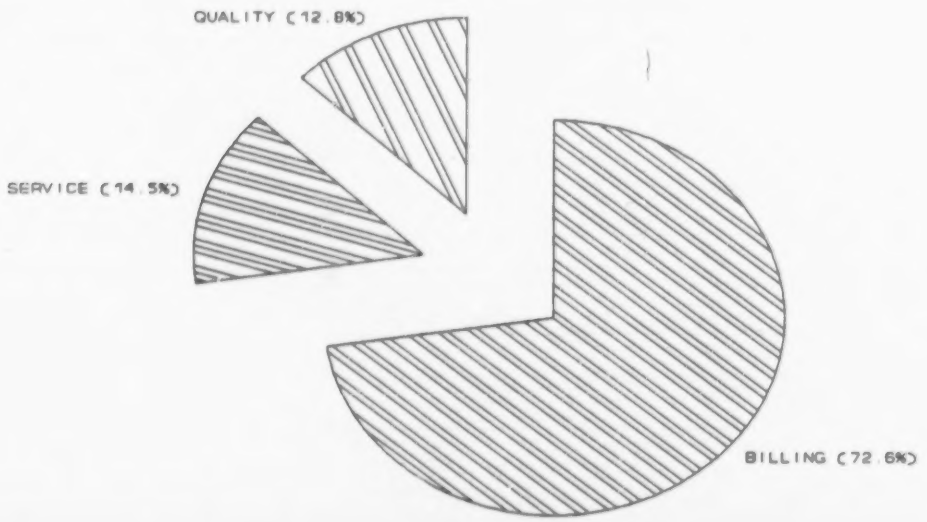
TREND OF CONSUMER COMPLAINTS BY TYPE

FOR GAS INDUSTRY - 1987 THRU 1991



TYPE OF GAS UTILITY COMPLAINTS

DURING THE YEAR OF 1991

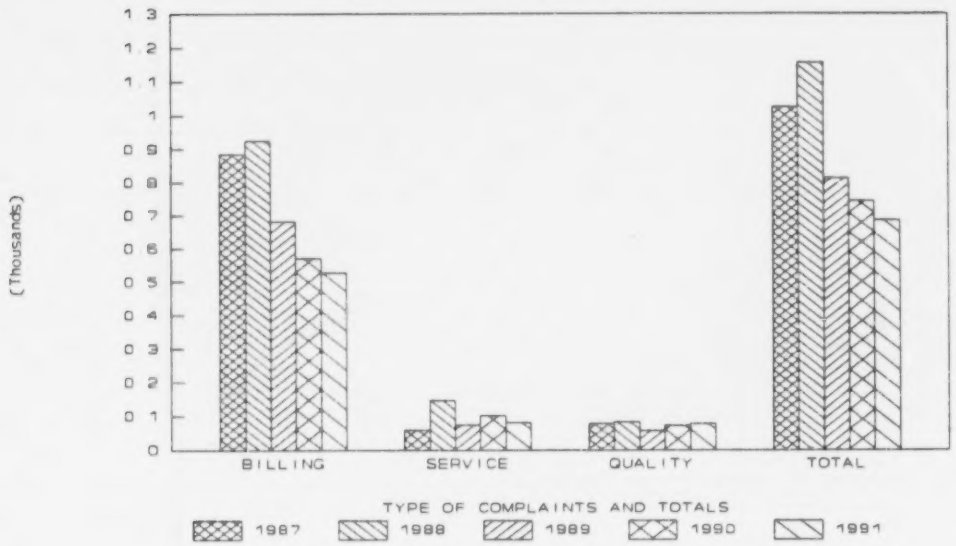


Section 13.
Commission Review of Utility Operations

ELECTRIC COMPLAINTS

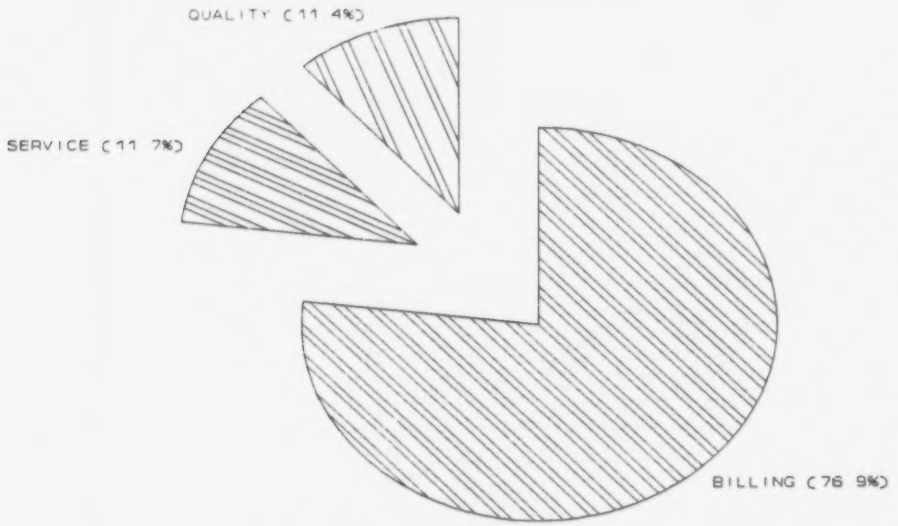
TREND OF CONSUMER COMPLAINTS BY TYPE

FOR ELECTRIC INDUSTRY - 1987 THRU 1991



TYPE OF ELECTRIC UTILITY COMPLAINTS

DURING THE YEAR OF 1991

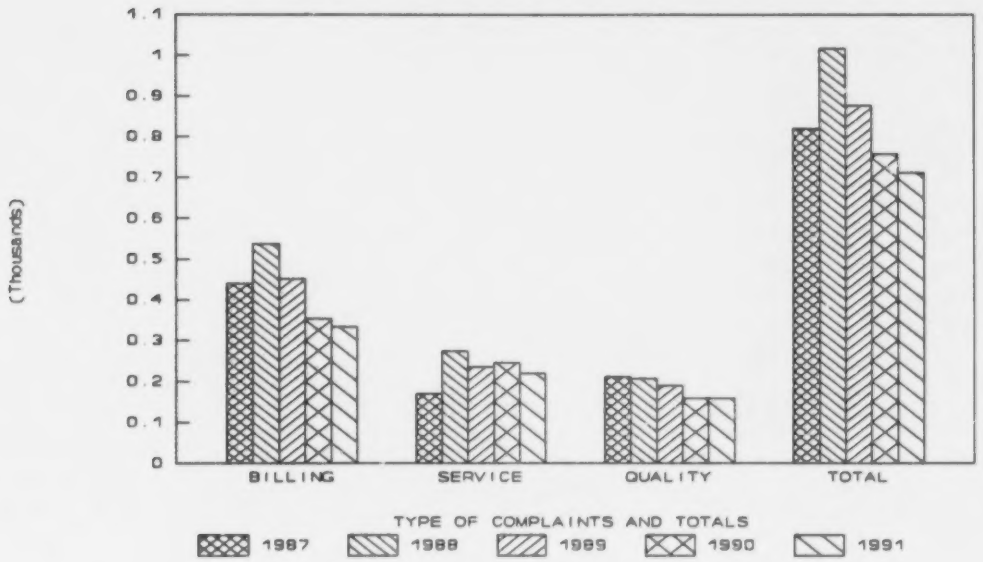


Section 13.
Commission Review of Utility Operations

TELEPHONE COMPLAINTS

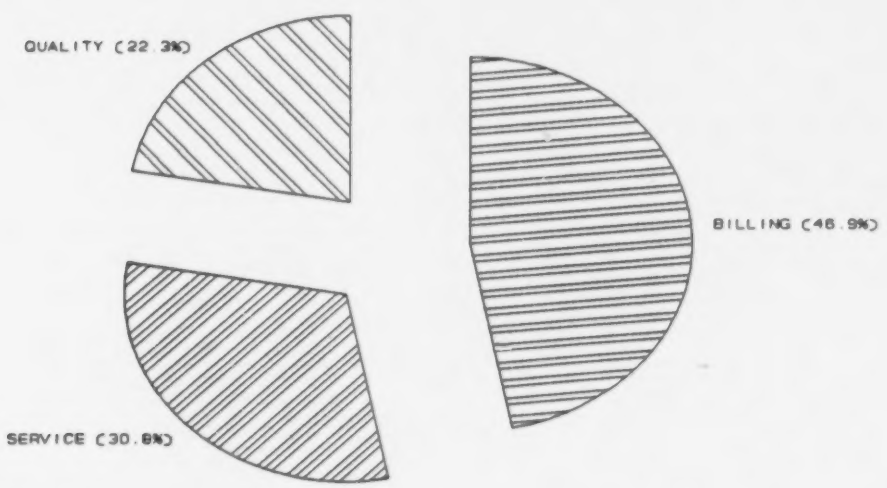
TREND OF CONSUMER COMPLAINTS BY TYPE

FOR TELEPHONE INDUSTRY - 1987 THRU 1991



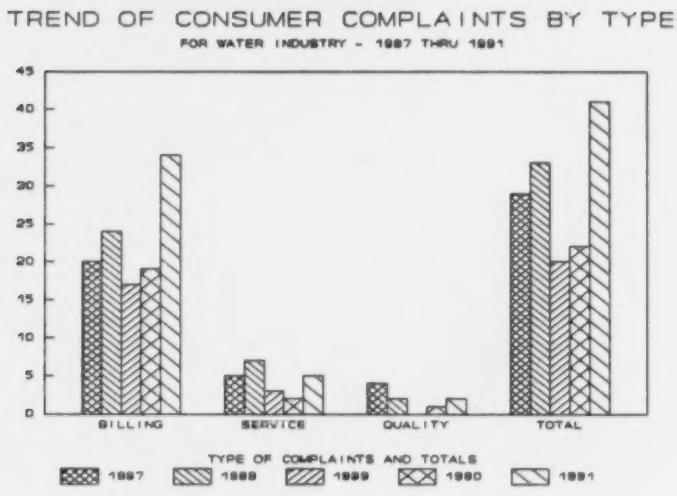
TYPE OF TELEPHONE UTILITY COMPLAINTS

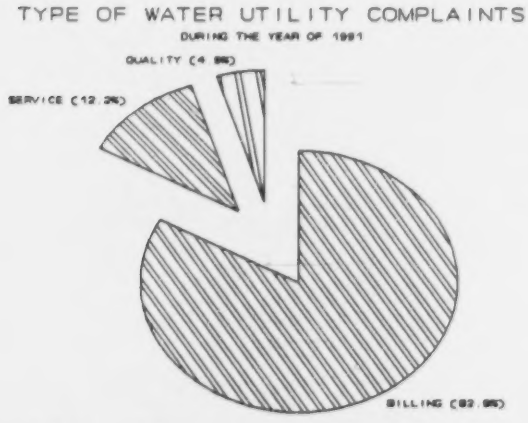
DURING THE YEAR OF 1991



Section 13.
Commission Review of Utility Operations

WATER COMPLAINTS





Though many complaints require increasing research and investigation to resolve, the data reveals that the trend of total complaints is downward.

A comparison of the complaint totals by type for the last four years shows the annual reduction. Without exception, billing complaints continue to be the greatest portion of complaints for each utility. Further, there is a noticeable difference in the 1991 ratio of the type of complaints for the telephone industry and the other industries. Comparatively, complaints regarding quality and obtaining service are significantly greater for telephone than for gas, electric, telephone, or water utilities.

Section 13.
Commission Review of Utility Operations

Electric Company Name	Complaints to APSC	Arkansas Customers	Complaints Per 1000 Customers	Complaint Ratio To Average
Ark. Electric Coop. Corp.	0	0	0.00	0.00
Ark. Power & Light Co.	456	572,731	0.80	1.30
Ark. Valley Electric Coop.	13	31,958	0.41	0.67
Ashley-Chicot Electric Coop.	1	3,956	0.25	0.41
C & L Electric Coop.	12	16,246	0.74	1.21
Carroll Electric Coop. Corp.	26	36,460	0.71	1.17
Clay County Electric Coop. Corp.	6	10,322	0.58	0.95
Craighead Electric Coop. Corp.	8	20,361	0.39	0.64
Empire District Electric Co.	0	3,086	0.00	0.00
Farmers Electric Coop. Corp.	0	4,986	0.00	0.00
First Electric Coop. Corp.	34	46,805	0.73	1.19
Mississippi County Elec. Coop., Inc.	0	3,467	0.00	0.00
North Ark. Electric Coop., Inc.	0	22,865	0.00	0.00
Oklahoma Gas & Electric Co.	15	55,367	0.27	0.44
Ouachita Electric Coop. Corp.	1	8,519	0.12	0.19
Ozarks Electric Coop. Corp.	8	26,435	0.30	0.50
Petit Jean Electric Coop. Corp.	8	14,015	0.57	0.93
Riceland Electric Coop., Inc.	0	3,423	0.00	0.00
Rich Mountain Elec. Coop., Inc.	1	5,521	0.18	0.30
South Central Ark. Elec. Coop.	5	7,926	0.63	1.03
Southwest Ark. Elec. Coop. Corp.	0	20,238	0.00	0.00
Southwestern Electric Power Co.	21	82,452	0.25	0.42
Woodruff Electric Coop. Corp.	4	16,278	0.25	0.40
TOTALS AND AVERAGE	**619**	**1,013,417**	**0.61**	**1.00**

Section 13.
Commission Review of Utility Operations

Gas Utility Company Name	Complaints To APSC	Arkansas Customers	Complaints Per 1000 Customers	Complaint Ratio To Average
Ark. Louisiana Gas Co.	124	400,449	0.31	1.05
Ark. Oklahoma Gas Corp.	11	39,832	0.28	0.94
Ark. Western Gas Co. (Includes Assoc. Natural Gas Co.)	24	102,995	0.23	0.79
Louisiana - Nevada Transit Co.	1	1,573	0.64	2.16
Union Gas Company of Ark.	1	2,245	0.45	1.51
TOTALS AND AVERAGE	**161**	**547,094**	**0.29**	**1.00**

Water Utility Company Name	Complaints to APSC	Arkansas Customers	Complaints Per 1000 Customers	Complaint Ratio To Average
General Waterworks Corp., Pine Bluff	23	20,010	1.15	0.80
Riveria Utilities	10	2,350	4.26	2.95
Shumaker Public Service Corp.	0	539	0.00	0.00
TOTALS AND AVERAGE	**33**	**22,899**	**1.44**	**1.00**

Section 13.
Commission Review of Utility Operations

Telephone Company Name	Complaints To APSC	Arkansas Customers	Complaints Per 1000 Customers	Complaint Ratio To Average
Alltel Ark., Inc.	77	71,371	1.08	2.03
Ark. Telephone Co., Inc.	4	5,808	0.69	1.29
Caddoan Telephone Co.	0	280	0.00	0.00
Central Ark. Telephone Coop.	4	2,200	1.82	3.41
Century Enterprises	11	13,715	0.80	1.51
Cleveland County Telephone Co.	4	2,389	1.67	3.14
Contel Telephone Co. of Ark.	45	72,569	0.62	1.16
Contel Telephone Co. of Mo.	0	924	0.00	0.00
Contel Telephone Co. of Ks.	0	15,117	0.00	0.00
Decatur Telephone Co., Inc.	0	672	0.00	0.00
E. Ritter Telephone Co.	0	3,821	0.00	0.00
GTE of the Southwest, Inc.	23	74,975	0.31	0.58
Lavaca Telephone Co.	1	1,196	0.84	1.57
Madison County Telephone Co.	2	2,677	0.75	1.40
Magazine Telephone Co.	1	773	1.29	2.43
Mountain Home Telephone Co.	1	14,892	0.07	0.13
Mountain View Telephone Co.	2	4,671	0.43	0.80
Northern Ark. Telephone Co.	21	4,820	4.36	8.18
Perco Telephone Co.	1	3,113	0.32	0.60
Prairie Grove Telephone Co.	1	6,213	0.16	0.30
Redfield Telephone Co.	0	1,351	0.00	0.00
Rice Belt Telephone Co.	1	1,046	0.96	1.79
South Ark. Telephone Co.	0	3,271	0.00	0.00
Southwest Ark. Telephone Coop.	2	4,202	0.48	0.89
Southwestern Bell Telephone Co.	350	739,779	0.47	0.89
Tri-County Telephone Co.	3	4,751	0.63	1.19
Union Telephone Co.	2	601	3.33	6.25
Walnut Hill Telephone Co.	3	4,453	0.67	1.26
Yelcot Telephone Co.	6	2,620	2.29	4.30
Yell County Telephone Co.	4	4,005	1.00	1.88
All Long Distance Carriers (AT&T, MCI, Sprint, Etc.)	N/A	N/A		
TOTALS AND AVERAGE	**569**	**1,068,275**	**0.53**	**1.00**

Section 13.
Commission Review of Utility Operations

B. Consumer Services Review of Compliance With PSC General Service Rules

The Consumer Services Staff periodically reviews the number and character of consumer complaints the Commission receives to identify possible trends for a particular company or industry. Based on these reviews, the Staff performs focused inspections to ensure compliance with the Commission's General Service Rules. During 1991, the Consumer Services Staff performed investigations of ten companies: seven electric, one natural gas and two telephone. In each case, some type of corrective action was taken in response to the Staff's findings and recommendations. Two of these audits resulted in refunds being made to utility customers where Staff found that monies were collected through violations of APSC Rules. Staff also performed two follow-up reviews to ensure that the required corrective action had been taken by the companies. The Consumer Services Staff participated in ten dockets during 1991: eight addressed utility compliance with the Commission's General Service Rules and two were tariff dockets. The Consumer Services Staff also participated in reviewing and proposing revisions to the Commission's General Service Rules.

C. Gas Pipeline Safety Inspections and Investigations

Each year, the Pipeline Safety Staff inspects numerous intra-state natural gas operators and master metered gas systems for quality control of gas leakage, operating safety conditions, and the control of corrosion. The inspections ensure that gas operators are in compliance with the Arkansas Gas Pipeline Code and the Commission's Special Rules - Gas.

Accidents related to natural gas are investigated and reports are prepared to ensure compliance with all Commission standards of quality and safety. During 1991, the Gas Pipeline Safety Staff performed 62 pipeline safety inspections, 130 inspections of master metered systems and investigated 4 gas related accidents.

D. Quality of Service Inspections and Investigations

The Quality of Service Electrical, Telecommunications, and Water Staff each conduct system analysis and periodic inspections of operating procedures and utility facilities to ensure that ratepayers receive adequate, continuous, and safe service from their utilities. Reports of the inspections and evaluations are prepared and presented to each utility based upon the Special Rules for Electric,

Section 13.
Commission Review of Utility Operations

Quality of Service Inspections and Investigations (Cont'd.)

Telecommunications, and Water utilities. Corrections of reported deficiencies are monitored by the Staff until completed.

In addition to required inspections, the Staff provides technical assistance to the Commission by investigating unresolved consumer complaints of inadequate service quality.

During 1991, the Staff performed inspections of 24 utility companies at 134 locations and participated in 32 investigations of complaints related to electric, telephone, and water service quality.

Section 14. Other Commission Activities

Special Projects

Review of the Credit and Collection Practices of Arkansas Power & Light Company

On January 23, 1991, a report was transmitted to Arkansas Power & Light Company (AP&L) containing Staff's findings and recommendations with regard to its review of the Company's credit and collection practices. AP&L implemented Staff's recommendations regarding revision of its procedure manual, documentation of billing extensions and deferred payment agreements, and establishment of a policy on collection of irrigation accounts.

Review of the Consumer Loan Program of Arkansas Power & Light Company

After transmitting a report to Arkansas Power & Light Company (AP&L) containing Staff's recommendations regarding the Company's heat pump financing program and evaluating resultant program modifications, Staff deferred further review of the Company's program until the resolution of Docket No. 90-205-R, the promotional practices rulemaking proceeding currently pending before the Commission. AP&L suspended this financing program effective June 7, 1991.

Analysis of Earnings and Financial Position of Electric Distribution Cooperatives

The revenue requirement of electric cooperatives is determined on the basis of the Times Interest Earned Ratio (TIER). Staff calculated the actual TIER achieved by each electric cooperative for the year ended December 31, 1990, and compared the results to those of prior years as well as to the TIER authorized by the Commission in each cooperative's last rate case. No separate rate reduction actions were initiated in 1991 for any of the electric distribution cooperatives.

Section 14. Other Commission Activities

Special Projects (Cont'd.)

Review of the Earnings and Revenue Requirement of Arkansas Power & Light Company, Oklahoma Gas & Electric Company, and Southwestern Electric Power Company

Using a revenue requirement model developed by Staff in conjunction with a cost of service study provided annually by Arkansas Power & Light Company (AP&L), the Staff monitors AP&L's revenue requirement on a regular basis. The model allows Staff to make typical pro forma adjustments and to adjust other factors such as the rate of return. In 1991, Staff utilized the results of its revenue requirement review to evaluate the effect on Arkansas retail ratepayers of the proposed sale by AP&L of its Missouri retail division and an associated wholesale power contract with Union Electric Company.

During 1991, Staff also developed similar models specific to Oklahoma Gas & Electric Company and Southwestern Electric Power Company in order to review the revenue requirement of these utilities using data obtained from annual reports and provided by the companies.

Audit of Construction Costs of Arkansas Electric Cooperative Corporation

In conjunction with Staff's evaluation of Arkansas Electric Cooperative Corporations's (AECC) Application in Docket No. 91-182-U for a Certificate of Environmental Compatibility and Public Need (CECPN) for the construction of transmission facilities to serve Nucor Steel, Staff, in August 1991, conducted an audit of the construction costs associated with similar transmission facilities built by AECC to serve Nucor-Yamato (CECPN granted in Docket No. 87-097-U). Although the accounting for one of three AECC workorders related to this project had not been closed, it was determined that the actual amount expended was approximately twenty percent less than budgeted.

NARUC Annual Report

The Electric Utility Section responded to a survey conducted by NARUC for development of a database comparing the functions and rulings of member Commissions. The Staff provided information on

Section 14. Other Commission Activities

Special Projects (Cont'd.)

Commission activities and requested information from the investor-owned utilities operating in Arkansas.

NARUC Winter/Summer Rate Survey

The Electric Utility Section responded to a survey conducted by NARUC for development of a database comparing residential rates on a kwh basis by state. The Electric Utility Section compiled the requested information for the investor-owned utilities operating in Arkansas.

Independent Audit of Arkansas Power & Light Company Savings From Nuclear Consolidation

In June of 1989, a Stipulation and Settlement Agreement was entered into among Arkansas Power & Light Company (AP&L), the Arkansas Public Service Commission Staff (Staff), and the Office of the Arkansas Attorney General. That document was filed with the Commission in Docket No. 89-128-U. Among other things, the Agreement provided for the establishment of a nuclear management company in order to achieve financial savings through consolidation of the operations of AP&L's nuclear generating facilities with those of other Entergy operating companies owning nuclear generating facilities. The Agreement provided that AP&L should be allowed to transfer the Nuclear Regulatory Commission operating licenses for ANO-1 and ANO-2, along with all operating and management responsibility for such facilities, to a newly-created nuclear management company.

In both testimony and reports filed with the Arkansas Public Service Commission by AP&L in Docket No. 89-128-U and also in other information provided by AP&L at the Staff's request, it was estimated that after an approximate four-year implementation period the system would experience an operating and maintenance expense reduction of $22,705,000 on an annual basis, with annual savings to AP&L of $7,631,000. It was further estimated that AP&L should benefit from additional savings of $2,791,000 on their share of power from Grand Gulf. Finally, it was estimated that capital outlays would be reduced by $5.9 million annually for the system, with AP&L-specific savings approximated at $2.8 million.

The Agreement set forth that the Staff and AP&L would designate an independent consultant mutually acceptable to them to audit the nuclear

Special Projects (Cont'd.)

management company to determine the extent of savings achieved as a result of the consolidation. The Company and the Staff were to cooperate in developing the scope of the audit engagement as well as the selection and bidding process. Once the consultant was selected, the Company and Staff were to cooperate in directing the scope and performance of work undertaken by the consultant. The expense of the independent consultant was to be borne by AP&L.

Scott, Madden and Associates was selected to perform the audit. The audit began in April, 1991. The scope of the audit engagement as well as the Staff's role in directing the scope and performance of work undertaken by the consultant were specifically set forth in the Staff's Request for Proposal as filed in Docket No. 89-128-U. The Staff monitored and controlled the audit throughout 1991. The final report to the Commission is scheduled for February, 1992. The Staff will determine the need for annual follow-up audits throughout the four-year implementation period.

AP&L Rates

Staff is conducting a comparative review of Arkansas Power and Light Company's (AP&L) rates, revenues, and costs with those of other regional utilities. In addition, existing generating capacity for each of the companies is being compiled and the ten-year peak demand and capacity addition forecasts for the companies will be summarized.

FCC Depreciation Rate Schedule Southwestern Bell Telephone Company

The Federal Communications Commission (FCC) reviews the depreciation rates of FCC-subject carriers on a triennial schedule. The review is handled through a depreciation rate prescription process.

In this process, commonly referred to as three-way meetings, depreciation rates are proposed by a company and are reviewed by state and federal regulatory bodies. The FCC-subject carriers under Arkansas jurisdiction are GTE Southwest, Inc. and Southwestern Bell Telephone Company (SWB).

Changes in interstate depreciation rates ultimately flow through to ratepayers as changes in interstate telephone rates. The Staff, by

Special Projects (Cont'd.)

participating, provides state ratepayers with a voice in the determination of interstate telephone rates.

In late 1991, Staff began preparations for SWB's 1992 depreciation rate prescription. Staff will take an active role in SWB's three-way depreciation process. Staff will analyze SWB's depreciation study, the Comments of the other state Commissions, and the results of the FCC's preliminary analysis. Finally, Staff will formulate its recommendations and present these at the three-way depreciation meeting to be held in April of 1992. This case is pending before the FCC.

Rules Revisions

In 1991, in response to the informal comments of interested jurisdictional utilities, Staff revised its proposed revisions of the General Service Rules and again circulated those proposed revisions to the jurisdictional utilities for additional informal comment. Staff has reviewed those informal industry comments and has made further changes to its proposed revisions of the General Service Rules. Staff will petition the Commission in 1992 to open a generic docket to consider revisions to the General Service Rules.

Staff has also completed its review of the Special Rules for Electric, Gas, Telecommunications and Water Utilities. Its proposed revisions to those Special Rules will now be disseminated to the affected jurisdictional utilities for informal comment. It is anticipated that, after those informal comments have been received, Staff will make additional revisions to the proposed amendments to the Special Rules and will petition the Commission to open a generic docket to consider those revisions to the Special Rules in the hope they will become effective on or about the same date as the revisions to the General Service Rules.

In 1991, Staff also began the process of developing suggested rules governing the petition process for Class C or lower water and sewer companies as required by Ark. Code Ann. §23-1-101. It is anticipated that Staff will complete this project in early 1992 and forward its work product to the Commission's personal staff for its consideration.

Enforcement Review

In the fall of 1991, the Director asked the Legal Staff to undertake a review of all Arkansas statutes and Commission orders issued since

Special Projects (Cont'd.)

1961. The purpose of this review was to identify all Arkansas statutes and past Commission orders requiring enforcement standards to ensure compliance therewith.

Compliance Audits

Compliance audits are performed to investigate utility costs subject to adjustment clauses. The purpose of these audits is to ensure that adjustment amounts and their recovery are in compliance with company tariffs as approved by the Commission. During 1991, the Staff completed 404 desk audits of costs totalling $1.2 billion in automatic adjustment reports. In addition, field audits were conducted of various adjustment clauses for seven utilities. Staff's investigations resulted in adjustments totaling $63,000. At year end 1991, audits of three utilities were in the final stages of completion and audits of five utilities were in progress.

Section 15.
National Regulatory Agency Participation

National Association of Regulatory Utility Commissioners

The National Association of Regulatory Utility Commissioners (NARUC) is a quasi-governmental non-profit corporation founded in 1889. NARUC membership is composed of the governmental agencies of the fifty states and the District of Columbia, Puerto Rico, the Virgin Islands, and 10 federal commissions. NARUC's objective is to improve the quality and effectiveness of public regulation of utilities and carriers.

NARUC operates through committees and subcommittees. Those groups advance regulation through study and discussion of the operation and supervision of public utilities and carriers. Through promoting coordinated action by the commissions, the organization serves to protect the public interest.

NARUC has numerous subcommittees which are composed primarily of staff members of the various state commissions. In addition, there are an Executive Committee and standing committees on Administration, Communications, Electricity, Energy Conservation, Finance and Technology, Gas, Transportation, and Water. Appointments to both committees and subcommittees are made by the President of NARUC.

The Arkansas Public Service Commission is an active member of the Mid-America Regulatory Commissioners (MARC) and the Southeastern Association of Regulatory Utility Commissioners (SEARUC). Both MARC and SEARUC are NARUC affiliate organizations whose members consist of regulatory utility commissioners from states throughout mid-America and the Southeastern region of the country. MARC has 15 member states and SEARUC has 11 member states.

The Arkansas Public Service Commission is currently represented by the following committee and subcommittee assignments:

Sam Bratton - Committee on Finance & Technology

Julius D. Kearney - Pres. of SEARUC; Committee on Gas

Patricia S. Qualls - Executive Committee; Committee on Electricity; Subcommittee on Strategic Issues; Chair, Utility Association Oversight Committee

Section 15.
National Regulatory Agency Participation

David Slaton - Subcommittee on Administrative Law Judges

Sarah M. Bradshaw - Subcommittee on Law

Jerrell L. Clark - Subcommittee on Executive Directors

Lou Ann Westerfield - Subcommittee on Electricity;
Subcommittee on Nuclear Issues - Waste Disposal

Donna Campbell - Subcommittee on Energy Conservation

Mary Rusk - Subcommittee on Computers

Gail Jones - Subcommittee on Gas

David Lewis - Subcommittee on Gas

Russell D. Widmer - Subcommittee on Accounts

Samuel Loudenslager - Subcommittee on Communications

Robert Booth - Subcommittee on Accounts

Section 16. Receipts & Disbursements

RECEIPTS

Utility Assessments	$5,866,783.00
Pipeline Safety Assessments	444,715.00
Other Filing Fees	7,500.00
Miscellaneous Fees	35,964.46
Federal Reimbursements	83,598.00
Refund to Expenditure-Prior Year	2,426.47
Refund to Expenditure-Current Year	1,493.88
Total Receipts	$6,442,480.81
Less 1.5% Treasury Fees	($95,324.44)
Net Deposit	$6,347,156.37

DISBURSEMENTS

Regular Salaries	$3,286,430.60
Extra Help	0.00
Group Insurance	135,873.25
Retirement	328,032.38
Federal Insurance Contributions	240,396.49
FICA-Agency Cost of ARCAP	8,877.11
Career Recognition Payment	8,300.00
Postage	18,243.28
Telephone	9,832.84
Freight	8,536.25
Bank Charges	63.34
Printing by DOC	7.53
Printing by DFA Quick Copy	434.79
Advertising & Clipping Service	5,400.93
Film Processing	48.61

Section 16. Receipts & Disbursements

DISBURSEMENTS (Continued)

Building Maintenance	2,816.89
Furniture & Equipment Maintenance	81,391.45
Public Safety Equipment Maintenance	217.23
Vehicle Maintenance	4,718.05
Rent of Office Space	272,649.50
Rent of Furniture & Equipment	16,011.44
Rent of Data Processing Equipment	604.90
Rent Not Classified	8,010.93
Meals & Lodging Official Business Intrastate	24,475.73
Meals & Lodging Official Business Interstate	47,068.62
Meals & Lodging Education	16,368.35
Meals & Lodging Conference	947.32
Mileage Official Business Intrastate	551.72
Mileage Official Business Interstate	12,239.55
Mileage Education & Training	336.00
Conference and Convention Mileage	90.00
Common Carrier Official Business Intrastate	46,784.41
Common Carrier Education	5,333.61
Common Carrier Conference	606.70
Per Diem	5,600.00
Intrastate Reimbursable Meals & Lodging	1,953.01
Mileage	461.70
Common Carrier	43.75
Interstate Reimbursable Meals & Lodging	10,969.69
Interstate Mileage	925.13
Interstate Common Carrier	7,403.97
Intrastate Official Business	507.07
Intrastate Education & Training	4,160.11
Interstate Official Business	1,420.35
Interstate Education	18,464.79
Interstate Conference	26.32
Intrastate Conference	1,705.00
Intrastate Travel Non-State Employee	96.00
Interstate Travel Non-State Employee	192.96
Administrative Fees & Services	176,168.23

Section 16. Receipts & Disbursements

DISBURSEMENTS (Continued)

Reimbursable Expenditures	15,290.64
Claims Commission Awards	1,068.75
Legal Fees	101,763.85
Legal Fees Reimbursable Expenses	10,188.34
Court Reporters	14,659.62
Security Services	204.90
Vehicle Insurance	4,894.00
Building & Content Insurance	6,426.00
Centrex	85,793.52
Indirect Cost Allocation	726.00
Intrastate Official Business	2,046.00
Intrastate Education	874.00
Interstate Official Business	6,544.00
Interstate Education	1,000.00
Interstate Conference	1,230.00
Association Dues	7,786.88
Vehicle License	229.00
Other Expenses	89.16
Tires & Tubes	52.40
Credit Card Purchases	5,623.61
Stationary & Office Supplies	36,465.49
Photo Supplies	92.00
Clothing & Other Materials	482.12
Subscriptions & Publications	42,925.38
Microfiche	207.96
Food Stuffs	26.00
Catering	624.89
Data Processing Supplies	9,417.02
Purchase of Data Processing Software	119,640.44
Sales & Use Tax	957.00
Workers Compensation Premium Tax	2,994.87
Workers Compensation Contributions	3,317.67
Total Operating Expenses	$5,305,439.39

Section 16. Receipts & Disbursements

CAPITAL EXPENDITURES

State Vehicles	$40,296.50
Office Machines	3,378.52
Office Furniture	5,859.95
Data Processing Equipment	49,091.09
Specialized Research Equipment	265.00
Total Capital Expenditures	$98,891.06
Total Disbursements	$5,404,330.45
Deposits Over Disbursements	$942,825.92
Fund Balance December 31, 1991	$6,476,151.24